

Introduction

SCRUM is an effective project management methodology that requires a hard technical project management focus on metrics (as in the Sprint and Release Burndown Charts) as well as a soft focus on team issues (as in Removing Impediments and Resolving Team Conflict). During a sprint, the hard and soft are co-mingled--you can be discussing a technical issue and in the same minute, an interpersonal team conflict arises. A Certified SCRUM Master that handles the hard and soft issues along with an understanding of ITIL and Project Management Discipline can help you hit a home run with SCRUM.

A Next Generation SCRUM Master Competence Model

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Certification Rich – Client Friendly

1. Certified SCRUM Master (CSM)
2. ITIL v3 Foundation Certified
3. Project Management Professional (PMP)
4. Certified Management Accountant (CMA)
5. Registered OD Consultant (RODC)
6. Certified Quality Auditor (CQA)
7. Certified Quality Manager/Organizational Excellence (CQM/OE)
8. M.A. Educational Psychology, Northwestern University
9. Counseling Psychology Associates Level C (highest level)
10. Center For Creative Leadership (Skillscope and 360 by Design)