BLACKBIRD FOR TRAINING

Business Analysts

15 – 19 March 2027
Cape Town (South Africa)



Business Analysts

Ref: 3255132_188563 **Date:** 15 – 19 March 2027 **Location:** Cape Town (South Africa) **Fees:** 4200 GBP

Introduction

Business Analysts play a vital role in bridging the gap between strategic objectives and practical solutions that improve efficiency and performance. They act as a link between management, operations, and technical teams by analyzing needs, documenting requirements, and designing solutions that enable informed decisions and optimized processes.
This course introduces participants to the essential concepts, methods, and tools of business analysis, focusing on how to gather data, identify gaps, and transform insights into opportunities that drive organizational growth and sustainability.

Course Objectives

By the end of this course, participants will be able to:

- Understand the fundamentals of business analysis and the role of business analysts within organizations.
- Use analytical tools and techniques to identify requirements and solve problems.
- Document and analyze business processes using structured models.
- Develop skills in gathering stakeholder input and translating it into actionable requirements.
- Evaluate alternatives and formulate strategic recommendations.
- Support management and teams in making data-driven decisions.
- Apply globally recognized practices and standards in business analysis.

Course Outlines

Day 1: Introduction to Business Analysis

- Defining the role of the business analyst.
- Core concepts of business analysis.
- The project lifecycle and how business analysts contribute.
- Common challenges in requirements gathering and analysis.
- Key tools to support business analysis.
- Practical case examples.



Day 2: Requirements Gathering and Analysis

- Techniques for requirements gathering interviews, surveys, observation.
- Engaging effectively with stakeholders.
- Gap analysis: current state vs. target state.
- Visualization and modeling techniques.
- Converting stakeholder needs into clear requirements.
- Hands-on exercise in writing requirements.

Day 3: Business Process Analysis and Improvement

- Mapping and documenting business processes.
- Using flowcharts and descriptive models.
- Identifying bottlenecks and inefficiencies.
- Strategies for process improvement.
- Real-world examples from various industries.
- Workshop: building a process model.

Day 4: Evaluation and Solution Design

- Analyzing available options.
- Assessing economic and technical feasibility.
- Decision-support tools.
- Developing actionable recommendations for management.
- Presenting findings in a professional format.
- Case study application.

Day 5: Practical Application and Closing

- Developing a business analysis action plan.
- Managing changes during project execution.
- Methods for validation and verification of solutions.
- Final presentation of outcomes.
- Closing remarks and participant evaluations.
- Personal action plan for applying new skills.



Why Attend This Course? Wins & Losses!

- Gain a clear understanding of the role of business analysts and their organizational value.
- Learn effective tools and techniques for requirements gathering and analysis.
- Acquire hands-on skills in business process mapping and improvement.
- Develop the ability to design and recommend practical, strategic solutions.
- Enhance communication skills with stakeholders and teams.
- Strengthen data-driven decision-making capabilities.
- Learn global best practices in business analysis.
- Improve competitiveness and career growth potential.

Conclusion

The role of business analysts has become one of the most influential in shaping organizational success and driving transformation. By combining analytical thinking, technical skills, and a deep understanding of business needs, they provide solutions that are both efficient and sustainable.

This course equips participants with a balanced blend of theory and practice, empowering them to make a measurable impact within their organizations. Investing in business analysis skills is not only a step toward professional growth but also a strategic move toward achieving long-term organizational goals with clarity and sustainability.

