BLACKBIRD FOR TRAINING

Certified Scrum Master (CSM)

12 – 16 July 2027
Kuala Lumpur (Malaysia)



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Introduction

The Certified Scrum Master CSM certification is a globally recognized credential focused on applying agile project management principles through the Scrum framework. The preparation program equips participants with the knowledge and practical skills required to facilitate high-performing teams, manage iterative delivery cycles, and remove obstacles that impact productivity.

The course emphasizes structured sprint planning, backlog management, team collaboration, transparency, and continuous improvement. It goes beyond theory by developing the leadership mindset necessary to guide teams in dynamic and fast-changing environments.

This program is relevant for executives, department heads, project managers, team leaders, human resources professionals, operations specialists, and organizations seeking to increase responsiveness, reduce delivery risk, and enhance cross-functional collaboration.

The practical value of Certified Scrum Master CSM preparation lies in improving execution speed, strengthening accountability, fostering collaboration, and building a sustainable culture of incremental improvement.

Course Objectives

The Certified Scrum Master CSM program is designed to help participants:

- Understand agile principles and the Scrum framework.
- Define the role and responsibilities of a Scrum Master.
- Facilitate effective sprint planning and execution.
- Manage and prioritize product backlogs.
- Improve team collaboration and communication.
- Identify and remove impediments affecting progress.
- Measure team performance and velocity.
- Promote transparency and accountability.
- Apply short-cycle planning for faster delivery.
- Prepare systematically for the CSM certification examination.



Course Outlines

Day One: Agile Foundations and Scrum Framework

- Overview of agile methodology principles.
- Core components of the Scrum framework.
- Roles and responsibilities within a Scrum team.
- Transparency, inspection, and adaptation principles.
- Differences between traditional and agile management.
- Practical exercise on forming a Scrum team.

Day Two: Sprint Planning and Backlog Management

- Creating and organizing the product backlog.
- Prioritization based on business value.
- Sprint goal definition.
- Task allocation and workload distribution.
- Monitoring daily progress.
- Practical sprint planning workshop.

Day Three: Scrum Events and Continuous Improvement

- Conducting daily stand-up meetings.
- Sprint review sessions.
- Sprint retrospective facilitation.
- Identifying and resolving team impediments.
- Measuring team velocity.
- Applied simulation of retrospective sessions.

Day Four: Servant Leadership and Team Facilitation

- Principles of servant leadership.
- Motivating and engaging team members.
- Managing conflict constructively.
- Building collaborative environments.
- Supporting continuous team development.
- Case-based team challenge resolution exercise.



Day Five: Comprehensive Review and Exam Preparation

- Structured review of Scrum principles.
- Integrated case discussions.
- Practice exam questions aligned with CSM format.
- Knowledge gap assessment.
- Simulated certification examination.
- Action plan for implementing Scrum in the workplace.

Why Attend This Course? Wins & Losses!

- Increases project delivery speed.
- Enhances team accountability and clarity of roles.
- Improves product and service delivery efficiency.
- Reduces waste associated with rigid planning models.
- Encourages a culture of continuous improvement.
- Strengthens collaboration and transparency.
- Enhances professional credibility through certification.
- Improves adaptability in changing environments.

Conclusion

The Certified Scrum Master CSM certification provides a structured foundation for applying agile principles in modern project environments. The preparation program develops practical facilitation skills, structured sprint execution discipline, and continuous improvement practices that support sustainable performance growth.

By addressing common challenges such as slow delivery cycles, poor communication, and unclear priorities, the program enables leaders to guide teams toward measurable outcomes. Through applied exercises and structured frameworks, participants gain confidence in implementing Scrum effectively within their organizations.

Earning the Certified Scrum Master CSM credential strengthens leadership capability, enhances project execution quality, and supports the development of collaborative, adaptive teams capable of delivering consistent results.

