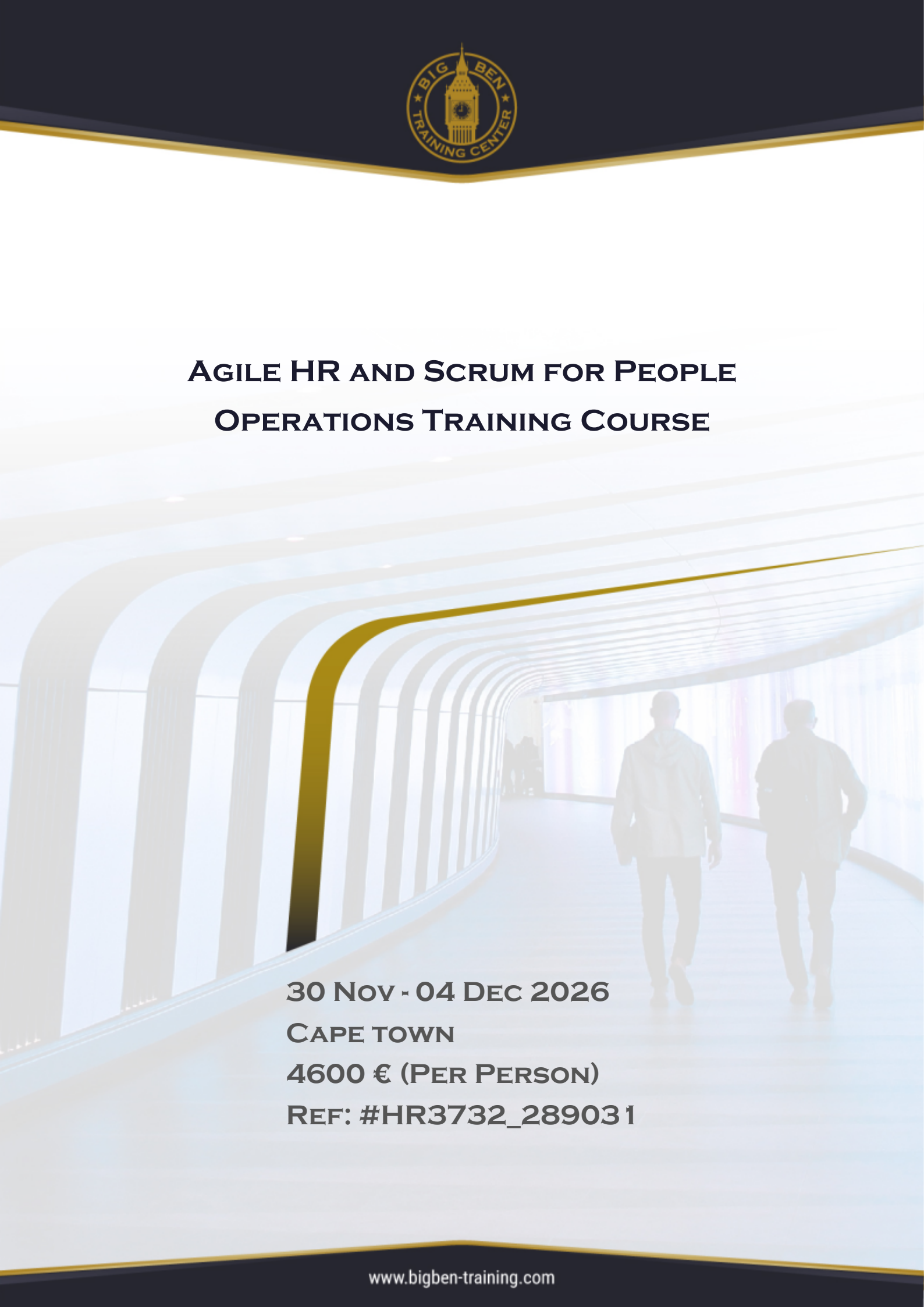
Agile HR and Scrum for People Operations Training Course



30 Nov - 04 Dec 2026

Cape town

4600 € (Per Person)

Ref: #HR3732_289031

Course Introduction / Overview:

The modern business landscape demands unprecedented levels of adaptability and responsiveness, rendering traditional, process-heavy HR functions obsolete. This course addresses the critical need for HR transformation by introducing the principles of Agile and the Scrum framework, specifically tailored for People Operations. It moves beyond theoretical concepts to provide a practical roadmap for creating a more flexible, employee-centric, and value-driven HR department. Drawing upon the pioneering work of experts like Pia-Maria Thoren, author of "Agile People: A Radical Approach for HR & Managers," this program explores how to apply iterative development, continuous feedback, and collaborative teamwork to core HR functions. Participants will learn to break down large HR projects into manageable sprints, enhance the employee experience, and align people strategies directly with business outcomes. BIG BEN Training Center has designed this immersive experience to empower HR professionals to become strategic partners in fostering organizational agility and building a resilient, engaged workforce ready for the challenges of tomorrow.

Target Audience / This training course is suitable for:

- Human Resources Managers and Directors.
- HR Business Partners.
- People Operations Specialists.
- Talent Acquisition and Recruitment Professionals.
- Learning and Development Specialists.
- Compensation and Benefits Analysts.
- Organizational Development Consultants.
- Scrum Masters and Agile Coaches looking to apply skills in HR.
- Team Leaders and Department Heads involved in people management.

Target Sectors and Industries:

- Technology and Software Development.
- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Telecommunications.
- Retail and E-commerce.
- Consulting and Professional Services.
- Media and Entertainment.
- Government Agencies and Public Sector Organizations.

Target Organizations Departments:

- Human Resources.
- People Operations.
- Talent Management.
- Learning and Development.
- Organizational Development.
- Recruitment and Talent Acquisition.
- Employee Relations.

Course Offerings:

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

- Articulate the core values and principles of the Agile Manifesto in an HR context.
- Implement the Scrum framework, including roles, events, and artifacts, within HR projects.
- Develop and manage an HR product backlog for strategic initiatives.
- Facilitate HR sprints for functions like recruitment, onboarding, and policy development.
- Redesign performance management systems to incorporate continuous feedback.
- Apply agile metrics and KPIs to measure the value and impact of HR activities.
- Foster an agile mindset and a culture of psychological safety within the organization.
- Lead change management efforts for a successful HR transformation.
- Enhance the overall employee experience through iterative and people-centric design.
- Create a practical roadmap for implementing Agile HR practices in their own workplace.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and immediately applicable. We believe that learning Agile and Scrum is best achieved by doing, not just listening. This course abandons traditional lecture-based formats in favor of a dynamic workshop environment. Participants will engage in a series of hands-on exercises, real-world case study analyses, and collaborative group discussions to solve complex HR challenges. The program incorporates simulations where attendees will take on Scrum roles like the HR Product Owner or Scrum Master to manage a sample HR project from inception to completion. Through facilitated sessions, participants will build their own Kanban boards, create user stories for employee needs, and practice conducting sprint retrospectives. This immersive approach ensures a deep understanding of the concepts and provides a safe space to experiment with new techniques. Continuous feedback from the instructor and peers is a core component, mirroring the agile principle of constant improvement and ensuring participants leave with both the skills and the confidence to drive change.

Course Agenda (Course Units):

Unit One: The Foundations of Agile HR

- The case for agility in modern Human Resources.
- Contrasting traditional HR with Agile HR principles.
- Deep dive into the Agile Manifesto and its 12 principles for People Operations.
- Introduction to the Scrum framework: roles, events, and artifacts.
- Understanding the 'Why' behind HR transformation.
- Identifying common pitfalls in traditional HR project management.
- Exploring the concept of HR as a value-driven service provider.

Unit Two: Implementing Scrum in Core HR Functions

- Applying Scrum to Talent Acquisition and recruitment cycles.
- Designing agile onboarding experiences for new hires.
- Reimagining performance management with continuous feedback and check-ins.
- Agile approaches to compensation, benefits, and rewards systems.
- Structuring Learning and Development (L&D) initiatives using sprints.
- Managing employee relations and policy development iteratively.
- Creating employee journey maps to identify areas for improvement.

Unit Three: Cultivating an Agile Mindset and Culture

- The role of the HR professional as a servant leader and changes agent.
- Building psychological safety to encourage innovation and feedback.
- The HR Product Owner: prioritizing work based on business and employee value.
- The HR Scrum Master: facilitating processes and removing impediments.
- Coaching managers and leaders to adopt an agile mindset.
- Techniques for effective stakeholder communication and management.
- Moving from a process-driven to a people-centric HR culture.

Unit Four: Agile HR Tools, Metrics, and Practices

- Using Kanban boards to visualize and manage HR workflow.
- Building and prioritizing an HR product backlog.
- Writing effective user stories for employee and business needs.
- Defining 'Definition of Done' for HR tasks and initiatives.
- Conducting effective Sprint Planning, Daily Scrums, Sprint Reviews, and Retrospectives.
- Agile KPIs: measuring what matters in HR.
- Leveraging technology to support Agile HR practices.

Unit Five: Leading and Scaling Agile HR Transformation

- Developing a strategic roadmap for your organization's Agile HR journey.
- Securing buy-in from senior leadership and key stakeholders.
- Managing resistance and navigating organizational change.
- Case studies of successful Agile HR implementations.
- Scaling agile practices beyond a single HR team.
- Action planning: defining the first steps for implementation post-training.
- Continuous improvement for the HR function and the organization.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How might the principles of iterative development and customer feedback, central to Scrum, fundamentally reshape the traditional power dynamics between HR and employees?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by focusing on the holistic transformation of Human Resources, moving far beyond a mechanical explanation of the Scrum framework. While other programs may teach the rules of Scrum, we concentrate on cultivating the agile mindset essential for genuine, sustainable change in People Operations. The curriculum is built around a people-centric philosophy, teaching participants how to apply agile principles to directly enhance the employee experience and deliver measurable business value. Rather than just presenting tools, we immerse participants in practical, hands-on scenarios that mirror the real-world challenges they face, from redesigning performance reviews to streamlining recruitment pipelines. The course emphasizes the strategic role of HR as a facilitator of organizational agility, equipping professionals with the change management and servant leadership skills needed to guide their companies through transformation. It provides a unique blend of strategic theory, cultural development, and practical application, ensuring participants leave not just as certified practitioners, but as confident and capable agents of change.