



Western Technical College

# 10102214 Communication Planning and Validation

## Course Outcome Summary

### Course Information

<b>Description</b>	Students will examine tools utilized to plan communications and support ongoing collaboration and requirements validation. Methods used to communicate, verify, and validate requirements will be explored.
<b>Career Cluster</b>	Business Management and Administration
<b>Instructional Level</b>	Associate Degree Courses
<b>Total Credits</b>	2
<b>Total Hours</b>	36

### Pre/Corequisites

Pre/Corequisite 10102213 Requirements Documentation

### Textbooks

*Seven Steps to Mastering Business Analysis*. 2nd Edition. Copyright 2020. Champagne, Jamie. Publisher: J. Ross Publishing, Inc. **ISBN-13:** 978-1-60427-160-7. Required.

*PMI Guide to Business Analysis*. 1st Edition. Project Management Institute. Publisher: Independent Publishing Group. **ISBN-13:** 978-1-62825-198-2. Required.

### Learner Supplies

Simulation Supplies - \$25. **Vendor:** To be discussed in class. Required.

### Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Cultivate Passion: Expand a Growth-Mindset
3. Cultivate Passion: Increase Self-Awareness
4. Live Responsibly: Develop Resilience
5. Live Responsibly: Embrace Sustainability

6. Live Responsibly: Foster Accountability
7. Refine Professionalism: Act Ethically
8. Refine Professionalism: Improve Critical Thinking
9. Refine Professionalism: Participate Collaboratively
10. Refine Professionalism: Practice Effective Communication

## **Program Outcomes**

1. Perform elicitation, validation, and analysis of requirements to meet a business need.
2. Build relationships with stakeholders.
3. Demonstrate leadership throughout business analysis efforts.
4. Demonstrate professional communication in a business environment.

## **Course Competencies**

### **1. Investigate requirements validation and verification.**

#### **Assessment Strategies**

- 1.1. Written Product
- 1.2. Reflection

#### **Criteria**

*You will know you are successful when*

- 1.1. you determine information that needs to be validated.
- 1.2. you construct a plan to validate necessary information.
- 1.3. you explain how requirements can be verified.

#### **Learning Objectives**

- 1.a. Differentiate validation and verification.
- 1.b. Discuss the importance of requirement accuracy in generating a meaningful solution.
- 1.c. Explore methods used to validate and verify requirements.
- 1.d. Characterize effective communication.

### **2. Manage stakeholder collaboration.**

#### **Assessment Strategies**

- 2.1. Facilitation
- 2.2. Reflection

#### **Criteria**

*You will know you are successful when:*

- 2.1. you explain methods to manage stakeholder engagement.
- 2.2. you demonstrate professionalism while collaborating.
- 2.3. you facilitate a meeting.
- 2.4. you construct business professional meeting artifacts.
- 2.5. you reflect upon the tools that best support communication and collaboration.

#### **Learning Objectives**

- 2.a. Analyze the level of stakeholder engagement.
- 2.b. Explore methods to keep stakeholders engaged.
- 2.c. Prepare for meeting facilitation.
- 2.d. Characterize business professional collaboration.
- 2.e. Examine tools used to support communications and collaboration.

### **3. Explore communication planning.**

### **Assessment Strategies**

- 3.1. Written Product

### **Criteria**

*You will know you are successful when:*

- 3.1. you explain how stakeholder communications relate to project success.
- 3.2. you construct a business professional status report.

### **Learning Objectives**

- 3.a. Evaluate reasons for communicating with stakeholders.
- 3.b. Evaluate the format of potential communications based upon audience.
- 3.c. Explore status reports to manage expectations.

## **4. Assess Business Requirements Specialist Skills**

### **Assessment Strategies**

- 4.1. Reflection
- 4.2. Self Assessment

### **Criteria**

*You will know you are successful when*

- 4.1. you classify your skill in performing requirements elicitation and documentation.
- 4.2. you classify your skill in building stakeholder relationships.
- 4.3. you classify your skill in communicating effectively in a business environment.
- 4.4. you construct a plan for continued personal and professional growth.

### **Learning Objectives**

- 4.a. Summarize requirements elicitation skills.
- 4.b. Summarize requirements documentation skills.
- 4.c. Characterize methods to strengthen stakeholder relationships.
- 4.d. Characterize the importance of effective communication in a business environment.

## **5. Relate a BA's communication and leadership style.**

### **Assessment Strategies**

- 5.1. Reflection

### **Criteria**

- 5.1. you identify best methods for communicating with different personality types.
- 5.2. you explain how BAs can lead without direct authority.
- 5.3. you reflect on your communication and leadership style.

### **Learning Objectives**

- 5.a. Explore your communication style.
- 5.b. Examine leading without authority.
- 5.c. Examine various personality types.
- 5.d. Analyze best methods for communicating with different personality types.