

BUSINESS ANALYSTS



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TRAINING CENTER



Introduction

Effective decision-making starts with a clear understanding of business needs, processes, and data. This Training Course prepares participants to work as skilled business analysts who bridge the gap between organizational goals and practical solutions. Participants learn how to gather requirements, model processes, and translate stakeholder needs into actionable recommendations. The course combines structured analysis frameworks with hands-on techniques for documenting, validating, and communicating findings. Furthermore, participants explore how strong analysis supports better project outcomes, reduces costly rework, and drives measurable business value. By the end, participants gain a practical toolkit for conducting rigorous analysis and delivering solutions that align with organizational strategy.

Business Analysts Course Objectives

- Define the business analyst role and its value within organizations
- Apply requirements-gathering techniques such as interviews and workshops
- Use the BABOK framework to structure analysis activities
- Create process models using flowcharts and swimlane diagrams
- Apply SWOT and gap analysis to identify improvement opportunities
- Document business requirements using use cases and user stories
- Use stakeholder analysis to prioritize competing needs
- Apply root cause analysis techniques to solve business problems
- Validate requirements through structured review and sign-off processes
- Present analysis findings clearly to technical and non-technical audiences



Course Methodology

This course uses interactive workshops, case studies, and hands-on exercises to build practical analysis skills. Participants practice requirements-gathering sessions, process mapping, and stakeholder interviews that mirror real business scenarios. Facilitators guide structured feedback and peer review sessions to reinforce learning. The methodology combines proven frameworks with hands-on practice, ensuring participants leave equipped to apply these skills immediately.

Who Should Take This Course

- Aspiring and practicing business analysts
- Project managers responsible for requirements management
- Process improvement and operations professionals
- IT professionals working with business stakeholders
- Product owners and product managers
- Consultants supporting organizational change
- Anyone seeking to build structured analysis skills

Business Analysts Course Outlines

Day 1: Foundations of Business Analysis

- Define the business analyst role and responsibilities
- Explore the BABOK framework and its knowledge areas
- Identify types of business analysis across industries
- Discuss the link between analysis and project success
- Apply stakeholder identification techniques

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- Introduce common analysis deliverables
- Set personal learning objectives for the course

Day 2: Requirements Gathering Techniques

- Apply interview and workshop techniques for requirements
- Practice facilitation skills for stakeholder sessions
- Use questionnaires and surveys to collect data
- Apply document analysis to uncover hidden requirements
- Distinguish between business, functional, and technical requirements
- Use prototyping to validate requirements early
- Create a requirements-gathering plan

Day 3: Process Modeling and Analysis

- Create process models using flowcharts and swimlane diagrams
- Apply SWOT analysis to identify improvement opportunities
- Use gap analysis to compare current and future states
- Apply root cause analysis to diagnose business problems
- Document processes using standard notation
- Identify inefficiencies through process mapping
- Recommend process improvement solutions

Day 4: Documenting and Validating Requirements

- Write clear use cases and user stories
- Apply acceptance criteria to define requirement completeness
- Use traceability matrices to link requirements to objectives



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- Facilitate requirements review and sign-off sessions
- Manage requirement changes through structured processes
- Apply prioritization techniques to competing requirements
- Prepare a requirements documentation package

Day 5: Communicating Analysis and Driving Value

- Present analysis findings to technical and non-technical audiences
- Apply stakeholder analysis to manage expectations
- Support solution evaluation and recommendation processes
- Measure the business value of analysis outcomes
- Apply lessons learned to future analysis projects
- Review course learnings and personal commitments
- Prepare an action plan for applying business analysis skills

Conclusion

By successfully completing Business Analysts, participants will have acquired practical tools to gather requirements, model processes, and deliver solutions that align with organizational strategy. This Training Course provides a structured framework for conducting rigorous business analysis, supported by proven models such as BABOK and root cause analysis. Delivered by Gentex Training Center, the program equips participants with the confidence and skills needed to bridge business needs and practical solutions within their organizations.

FAQs





Q1 What is the "Business Analysts" course about?

This course teaches participants how to gather requirements, model business processes, and translate stakeholder needs into actionable recommendations. It combines structured analysis frameworks with hands-on techniques for documenting and validating findings across organizational contexts.

Q2 What are the key benefits of the "Business Analysts" course?

Participants gain stronger requirements-gathering skills, improved process modeling ability, and greater confidence presenting findings to stakeholders. The course also reduces costly project rework and equips participants with tools to drive measurable business value.

Q3 What skills will I gain from the "Business Analysts" course?

Participants develop requirements gathering, process modeling, root cause analysis, and stakeholder communication skills. These core competencies help professionals bridge business needs with practical, well-documented solutions.

Q4 What tools, methods, or standards are covered in the "Business Analysts" course?

The course covers the BABOK framework, SWOT and gap analysis, flowcharts and swimlane diagrams, use cases and user stories, and traceability matrices for managing requirements.



Q5 How is the "Business Analysts" course applied in real-world practice?

Participants apply requirements-gathering techniques, process models, and documentation methods to real business scenarios. These tools help analysts identify inefficiencies, validate solutions, and communicate recommendations that support organizational decision-making.