# Core Practitioner, Part 08 of 12: Underlying Competencies

**Meet the expert:** Business Analysis Excellence Pty Ltd is a global provider of Business Analysis training courses recognized and endorsed by the International Institute of Business Analysis (IIBA) and the International Requirements Engineering Board (IREB). Established in Melbourne, Australia, in 2012, their team of hands-on CBAP qualified Business Analysts is dedicated to helping others achieve great success and now serve clients from around the globe.

**Prerequisites:** None. This course is for people who are working in, or moving into, the sphere of business analysis and who require a set of proven tools and techniques to enable them to undertake practical business analysis assignments in their roles.

**Runtime:** 29:03

**Course description:** Dive into this course to develop an understanding of analytical thinking and problem solving. Learn what communication and interaction skills a Business Analyst should possess, as well as what behavioral characteristics make them the most successful. You will also learn what business knowledge is in the business analysis context, and what tools and technologies are used in business analysis.

**Course outline:**

**Analytical Thinking and Problem Solving**
• Introduction
• Analytical Thinking Problem Solving Competencies
• Core Competencies 4 through 7
• Summary

**Behavioural Characteristics**
• Introduction
• Behavioural Characteristics Core Competencies
• Core Competencies 4 through 5
• Summary

**Business Knowledge**
• Introduction
• Business Knowledge Core Competencies
• Core Competencies 3 through 5
• Summary

**Communication Skills**
• Introduction
• Communication Skills Core Competencies
• Core Competencies 3 through 4
• Summary

**Interaction Skills**
• Introduction
• Interaction Skills Core Competencies
• Core Competencies 4 through 5
• Summary

**Tools and Technology**
• Introduction
• Tools and Technology Core Competencies
• Core Competencies 2 through 3
• Summary