



IREB CPRE ADVANCED LEVEL • PRACTITIONER | SPECIALIST

REQUIREMENTS ELICITATION

CPRE-AL — REQUIREMENTS ELICITATION

FROM SOURCES AND TECHNIQUES TO REQUIREMENTS ELICITATION MASTERY

Learn the standard. Practise the skill. Apply it at work.

Find the sources. Choose the technique. Resolve the conflict.

The IREB Requirements Elicitation syllabus builds the Practitioner and Specialist-level skills that separate a requirement gathered from a requirement missed. At Baseline Skills, you go beyond concepts through realistic exercises and IREB in Practice — powered by ReqDrive, an AI-powered Requirements Engineering platform.

“Learn where requirements hide. Practise drawing them out. Apply it with ReqDrive.”

Course at a Glance

Course	Requirements Elicitation (CPRE-AL — Practitioner Specialist)
Duration	3 Days
Delivery	Live Online • Classroom • Corporate / On-site
Learning approach	Instructor-led learning • Practical exercises • Case studies • ReqDrive labs • Exam preparation

Why This Course?

A stakeholder can answer every question you ask and still leave the real requirement unsaid. A document can sit in a shared drive for years without anyone recognising it as a source. Two teams can each believe they agreed on something, only to discover months later that they didn't. The real skill in elicitation is not asking questions — it is knowing which sources to chase, which technique fits the situation, and how to surface a conflict before it becomes expensive.

Three Layers of Learning

Certification

Build your understanding of the IREB CPRE Advanced Level Elicitation body of knowledge and prepare for the Practitioner or Specialist certification examination.

Capability

Practise systematic source identification, technique selection, and conflict resolution through realistic scenarios and exercises.

Application

Use ReqDrive to apply AI-assisted elicitation and analysis techniques to realistic requirements and stakeholder situations.

Course Modules

Module 1 — Structure and Plan Elicitation

Elicitation isn't a task you finish. It's a research project you manage.

You will learn

- The scope of elicitation and conflict resolution: turning implicit wishes into explicit, agreed requirements
- Why elicitation can't be planned like a fixed-scope task — and how to plan it like a research project instead
- Executed, short-term, and long-term elicitation activities, and the setup, execution, and closure phases
- Process patterns: reusable elicitation approaches for waterfall, agile, human-centered design, and more

IREB IN PRACTICE

Take a real project context and identify which process pattern (or combination) fits, then sketch a coarse-grained elicitation plan using the setup-phase guidelines.

REQDRIVE LAB

Use ReqCompass to walk through a project's elicitation objectives and see how it structures a task from objective to selected technique to result quality — mirroring the syllabus's own elicitation-activity information model.

“No detailed plan survives first contact with a stakeholder. Plan coarse, revise often.”

Module 2 — Identify Requirements Sources

Miss a source, and you'll never know what you don't know.

You will learn

- Pragmatic vs. systematic identification of stakeholders, documents, and systems
- Stakeholder relationship management: the five-step stakeholder circle
- Documenting stakeholders by exposure (system, surrounding context, wider context) and users via personas
- Building a documentation schema for documents and systems, including interfacing-system categories

IREB IN PRACTICE

Given a short project brief, pragmatically name the obvious stakeholders, documents, and systems, then systematically hunt for at least two you missed using the CPRE source-identification strategies.

REQDRIVE LAB

Use ReqM to capture a business need, then use its stakeholder module to build a structured stakeholder record — compare what your own elicitation pass caught against what ReqM's guided prompts surfaced.

“Identification of requirements sources is iterative and recursive — never a one-time step.”

Module 3 — Apply Gathering Techniques

The same requirement, gathered five different ways, tells you five different things.

You will learn

- Questioning techniques: interviews and questionnaires, and when each fits
- Observation techniques: field observation, apprenticing, and contextual inquiry — and the simplification bias to watch for
- Collaboration techniques: requirements workshops and crowd-based Requirements Engineering
- Artifact-based techniques: system archaeology, perspective-based reading, and reuse of requirements

IREB IN PRACTICE

Take one stated need and elicit it three different ways — a questioning technique, an observation technique, and an artifact-based technique — then compare what each surfaced that the others missed.

REQDRIVE LAB

Use ReqCompass to simulate a stakeholder interview pass, then run the same input through Requirement Analyser as an artifact-based review, and discuss which technique a human elicitation activity can't substitute for.

“Gathering techniques don't compete with each other. Missing sources do.”

Module 4 — Apply Design, Idea-Generating Techniques & Thinking Tools

Creativity isn't an accident. It has preconditions — and techniques that create them.

You will learn

- The four preconditions for creativity: chance, knowledge, motivation, and safety
- Brainstorming, analogy techniques, prototyping, and scenarios and storyboards
- Thinking tools that cut across techniques: abstraction levels, problems vs. goals, avoiding transformation effects, and mind mapping
- Classifying elicitation techniques by attribute — conversational, questioning, observational, provoking (dis-)agreement, artifact-based, creativity-stimulating, experiencing — to select the right one

IREB IN PRACTICE

Take a vague stakeholder statement and apply the problems-and-goals thinking tool to it before choosing a design technique — decide whether a prototype, a scenario, or a storyboard best fits the goal you uncovered.

REQDRIVE LAB

Use Requirement Analyser's rewrite suggestions as a starting prototype for a requirement, then use ReqCompass to generate an alternative representation of the same need, and compare which surfaces the goal more clearly.

“There are good practices in context, but there are no best practices.”

Module 5 — Resolve Requirements Conflicts

Stakeholders rarely announce a conflict. They deny, delegate, or go quiet instead.

You will learn

- The difference between a social conflict and a requirements conflict, and the indicators of each in communication and documentation
- Six conflict types: subject matter, data, interest, value, structural, and relationship conflicts
- Resolution techniques: agreement, compromise, voting, definition of variants, and overruling
- What must be documented once a conflict is resolved, and why undocumented resolutions come back

IREB IN PRACTICE

Given two contradictory stakeholder statements, identify the conflict type, select an appropriate resolution technique, and document the resolution using the syllabus's own documentation checklist.

REQDRIVE LAB

Submit two conflicting versions of the same requirement to Requirement Analyser and compare its consistency and atomicity flags on each, then decide — as the Requirements Engineer — which resolution technique the AI's output actually supports.

“If it isn't documented, the conflict isn't resolved. It's just postponed.”

Module 6 — Skills of the Requirements Engineer

Techniques can be taught. Judgement has to be practised.

You will learn

- Self-awareness · Contextual awareness · Motivating nature · Leadership · Flexibility · Reflection · Neutrality · Intercultural competency · Ethical conscience · The Shannon-Weaver model · The circular model of communication · Schulz von Thun's four-sides model · 360° feedback

IREB IN PRACTICE

Self-assess against this list after each ReqDrive lab — the goal is not to remember these terms, but to recognise them in your own elicitation practice.

IREB in Practice — Powered by ReqDrive

ReqDrive is integrated into every module as an AI-assisted practice environment. The objective is not to teach a software product; it is to help learners experience how elicitation concepts can be applied, challenged and improved in a realistic workflow.

LEARN Understand the elicitation concept or technique.

PRACTISE Apply it to a realistic stakeholder or source scenario.

ANALYSE Examine the quality of the resulting requirement.

IMPROVE Challenge assumptions and refine the result.

VALIDATE Review the result from a human, engineering perspective.

APPLY Connect the practice to your own elicitation workflow.

The End-to-End ReqDrive Lab

- 01 Define an Elicitation Objective — *Discussion*
- 02 Identify Stakeholders, Documents & Systems — *ReqM*
- 03 Select a Gathering Technique for the Situation — *ReqCompass*
- 04 Draft Interview Questions — *ReqCompass*
- 05 Extract Requirements from Mock Stakeholder Input — *ReqCompass*
- 06 Apply a Design Technique (Prototype / Scenario) — *ReqCompass*
- 07 Analyse the Resulting Requirement's Quality — *Requirement Analyser*
- 08 Spot and Classify a Requirements Conflict — *Requirement Analyser*
- 09 Resolve and Document the Conflict — *ReqM*
- 10 Trace the Requirement Back to Its Source — *ReqM*

“The technique finds the words. The Requirements Engineer finds the requirement.”

What You Will Be Able to Do

- Structure and plan elicitation and conflict-resolution activities using process patterns.
- Systematically identify, classify, and document stakeholders, documents, and systems as requirements sources.
- Apply stakeholder relationship management and personas for the user stakeholder group.
- Select and apply questioning, observation, collaboration, and artifact-based gathering techniques.
- Apply the preconditions for creativity and use brainstorming, analogy, prototyping, and scenario techniques.
- Use thinking tools — abstraction levels, problems and goals, and mind mapping — to sharpen elicitation work.
- Classify elicitation techniques by attribute to select the right one for a given situation.
- Identify and analyse requirements conflicts, distinguishing them from other social conflicts.
- Apply agreement, compromise, voting, variant construction, and overruling as conflict resolution techniques.
- Document conflict resolutions so decisions are not silently revisited.

- Self-reflect on personal elicitation skills and build a personal development plan.
- Prepare systematically for the Requirements Elicitation Practitioner or Specialist certification examination.

Who Should Attend?

- Requirements Engineers
- Business Analysts
- Business Engineers and Organizational Designers
- Product Owners and Product Managers
- Systems Engineers
- Project Managers
- Consultants
- Anyone responsible for gathering or negotiating requirements with stakeholders

The course is also suitable for organizations introducing AI tools into their Requirements Engineering practice and wanting a shared, responsible standard for doing so.

Prerequisites

IREB CPRE Foundation Level certificate is a prerequisite for CPRE-AL Requirements Elicitation Practitioner Level Certification.

Course Format

Duration	3 Days
Delivery	Live Online • Classroom • Corporate / On-site
Learning	Instructor-led sessions • Interactive discussions • Case studies • Individual and group exercises • ReqDrive labs • Examination preparation

Certification

IREB CPRE Advanced Level — Requirements Elicitation

The course is designed around the IREB Requirements Elicitation syllabus and prepares participants for the Requirements Elicitation Practitioner (multiple-choice exam) or Specialist (written assignment) certification examination.

TRAINING ≠ CERTIFICATION

Baseline Skills provides the training and examination preparation. IREB certification is awarded following successful completion of the applicable certification examination. Current examination arrangements and applicable fees are communicated with each scheduled session.

Why Learn with Baseline Skills?

- Standards-based learning aligned with the IREB Requirements Elicitation syllabus.

- Practical exercises rather than theory alone.
- Real elicitation and conflict-resolution scenarios, not simulated examples.
- ReqDrive practical labs integrated into every module.
- Real-world situations involving hidden conflicts, missing sources, and ambiguous stakeholder input.
- Certification preparation combined with workplace application.
- Learning from practitioners with industry and training experience.

“The real value of AI training is not how enthusiastic people feel about AI afterwards. It is how carefully they use it when it matters.”

For Organizations — Build a Common AI-RE Capability

A corporate Baseline Skills program can combine the IREB framework with organization-specific scenarios, practical AI exercises, ReqDrive labs, and team discussion.

- A shared vocabulary for discussing sources, techniques, and conflicts
- Common standards for stakeholder documentation and technique selection
- Stronger conflict identification and resolution practices
- Practical experience combining human elicitation skill with AI-assisted analysis
- A common practical environment for learning and experimentation

“Don't train people to use AI faster. Train them to use it consistently and responsibly.”

What Comes Next?

Requirements Elicitation is one pillar of the IREB CPRE Advanced Level, alongside Requirements Management, Requirements Modeling, and RE@Agile. It also pairs naturally with the AI4RE micro-credential for teams applying AI-assisted techniques to what they elicit, as well as broader Baseline Skills learning paths in Business Analysis, Systems Engineering, Automotive, and AI.

Frequently Asked Questions

Is this only a certification-preparation course?

No. Certification preparation is an important component, but the course also emphasizes practical elicitation and conflict-resolution capability through exercises and ReqDrive-based labs.

Is ReqDrive required to take the course?

No. ReqDrive is used as a practical learning environment during selected exercises. The underlying elicitation concepts and techniques are taught independently of the tool.

Will AI do the elicitation for me?

No. Interviews, workshops, and observation still require you to be present with stakeholders. ReqDrive supports analysis, drafting, and pattern-recognition around what you elicit — it does not replace stakeholder engagement.

Do I need the CPRE Foundation Level first?

Yes, or equivalent practical experience. This course builds directly on Foundation Level concepts such as stakeholders, system context, and quality criteria.

Will I learn how to resolve stakeholder conflicts?

Yes. Conflict identification, analysis, resolution, and documentation form a full course module.

Is this the Practitioner or the Specialist exam?

The syllabus covers both. Practitioner is assessed by multiple-choice exam; Specialist by a self-paced written assignment. Check your session for which exam is included.

Will I learn creativity techniques like brainstorming?

Yes, alongside prototyping, scenarios, and storyboards, and the preconditions that make them work.

Is the certification exam included?

The exam cost is not included in the training. The certification exam can be purchased separately or along with the training. Please check the session details for the applicable training and examination arrangement.

LEARN THE STANDARD • PRACTISE THE SKILL • APPLY IT AT WORK

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