

11:15am to 12:00pm Room 203 L2 Bayside Terrace Friday 27/07/07

Presented By Lisa M Walker PMP

Project Management of your Training/Learning Projects should be the only way initiatives are delivered to your organisation. In this session participants will learn key benefits of implementing training initiatives using project management, outline of the core skills required by the Project Manager and gain an understanding of the typical life cycle of the project.

Time	Key topic	Details
11:15 to 11:20	Introduction	
11:20 to 11:25	What is Project Management?	<p>The Project Management Institute's (PMI) Body of Knowledge defines a project as having the following characteristics:</p> <ul style="list-style-type: none">• Temporary Every project must be of a temporary nature with a definite beginning and a definite end. Examples of this include:<ul style="list-style-type: none">• The development of a new training course;• Work involved in arranging a conference;• The preparation and facilitation of a training programme• Unique A project must create unique products, services or results. If you run the same training course each month but the participants, possibly the location and customer are different this course is still considered unique.• Progressive Elaboration Work is developed in steps. For instance, to write a course you might first produce an outline and then go back and add further detail to each item, reiterating until a full course program is written. <p>After reviewing the key characteristics of a project I hope you can now start to see projects within your work tasks.</p>

		Ongoing work or operations can even be structured as a project - this is referred to as "Management by Project".
11:30 to 11:35	Project Life Cycle	<ul style="list-style-type: none"> • Concept – Initial idea for the training based on the business need is determined • Definition – Define what training is required • Planning – Develop the strategy, document scope, risks and how the training will be implemented • Execution – Carry out work required to deliver the project's scope • Closeout – Review the project and document lessons learned.
11:25 to 11:30	The benefits of using Project Management practices	<ul style="list-style-type: none"> • You will deliver projects successfully • Proven <u>planning</u> and agreement will enable you to achieve agreed <u>objectives</u> • You will have <u>goal</u> clarity and measurement • Your <u>resources</u> will co-ordinated • Your <u>risks</u> will be identified and managed • You will have <u>time</u> savings • You will have <u>cost</u> savings • You will <u>achieve an agreed outcome</u>

11:30 to 11:40	Triple Constraints	<ul style="list-style-type: none"> • Project Scope – what work will be delivered on the project? Using the Customer Service Training Project as an example, what elements of customer service will be covered in the training, what will the training be developed in? Is it an online training solution or hard copy course notes? Does it include facilitator notes, participant guides, hand outs etc. • Project Time – how long is allocated to complete the customer service training project? When will the project commence and end? When will the course be available for review? • Project Cost – How much will the project cost to produce the training to the required quality standard? <p>High quality projects will deliver the project within the scope, time and cost. During the project you may also find that changes are required.</p> <p>For example, in the Customer Service Training course you have been asked to also include a section regarding customer privacy laws – this extra work, called a change request, may result in changing your timeframes and/or scope. To help manage expectations and ensure quality is not compromised you will need to review how your project is impacted. As you have documented the original scope, time and cost you can easily see that the privacy laws content will add a 5 days to the material development timeframe. You have decided to use another resource to write this section within the existing timeframes so there is no delay to the project end date, but an additional cost is required to pay for this resource.</p>
11:40 to 11:50	Break down of Tasks Issues and Risks	<ul style="list-style-type: none"> • Breakdown of Tasks You need to outline all the tasks required to achieve your project’s objectives. This will help you work out how much time you need to complete the work. Whether you use MS Project or another project planning tool is based on your organization’s software preference.

		<ul style="list-style-type: none"> • Issues Log When an issue arises that impacts the project's scope, time and/or cost it needs to be documented with options on how it may be resolved and who is responsible for its resolution. For example, when writing the customer service course you discover that your audience are computer illiterate and you are developing the course as an online program. Clearly this will impact upon the effectiveness of the course as the audience will have difficulty accessing and navigating through the training material. A resolution will need to be found – do you change your scope and develop the course as a paper based programme? Do you provide computer training for your audience? Do you cancel the project? • Risk Log As part of your planning and then as an ongoing process, you need to identify all risks that may impact on the project's scope, time and cost. A risk is defined as something that is yet to happen, whilst an issue is something that has already happened. <p>For example, on a Customer Service Training project you identify a risk that a change in your customer – the Customer Service Director may result in changes to the training programme and as a result will impact time and cost.</p>
11:55 to 12noon	Core Skills required and where to learn more	<p>A project manager must have a range of skills including:</p> <ul style="list-style-type: none"> • Leadership • People management (customers, suppliers, managers and colleagues) • Communication (verbal and written) • Negotiating • Planning • Contract management • Problem solving • Creative thinking

		<p><i>"Project managers bear ultimate responsibility for making things happen. Traditionally, they have carried out this role as mere implementers. To do their jobs they needed to have basic administrative and technical competencies. Today they play a far broader role. In addition to the traditional skills, they need to have business skills, customer relations skills, and political skills. Psychologically, they must be results-oriented self-starters with a high tolerance for ambiguity, because little is clear-cut in today's tumultuous business environment. Shortcomings in any of these areas can lead to project failure." - J. Davidson Frame</i></p>
12 noon	Conclusion	Session Close
	Any Questions/Comments?	<p>Please feel to email me on lisaw@pmpartners.com.au For further information on services provided by PM Partners please go to WWW.PMPARTNERS.COM.AU</p>