



Improving performance with capability uplift

CONTENTS

About	3
Our training methodology	4
Capability uplift framework	4
Discovery: Context and alignment	4
Learning program: Targeted training	5
Closing the gaps: Intelligent insights	5
Embedding change: Improvement roadmap	6
Your outcomes delivered	6
Why PM-Partners	7
Case studies	8
How a custom training program helped DELWP drive business performance	8
Agile transformation helps Prezzy with global ambition	9
Training courses	10
Accredited partners	11

ABOUT



Delivering projects and agile initiatives is challenging, and never more so than today. Organisations are grappling with exponential change, rising complexity and a relentless war for talent, while trying to deliver high-quality products and services on time and within budget.

At PM-Partners, we believe that investing in relevant skills and competencies aligned with your objectives is critical to success. What's more, today's employees demand access to meaningful growth opportunities.

Leveraging 25 years' of training, consulting and hands-on delivery experience, our capability uplift method is proven to drive measurable performance improvements and tangible ROI.

Our experts work closely with your team to design a learning and development solution that is practical, achievable and guided by best practice. Depending on your needs, this includes:

- » Capability assessments and maturity reviews
- » Tailored training programs (virtual and face-to-face)

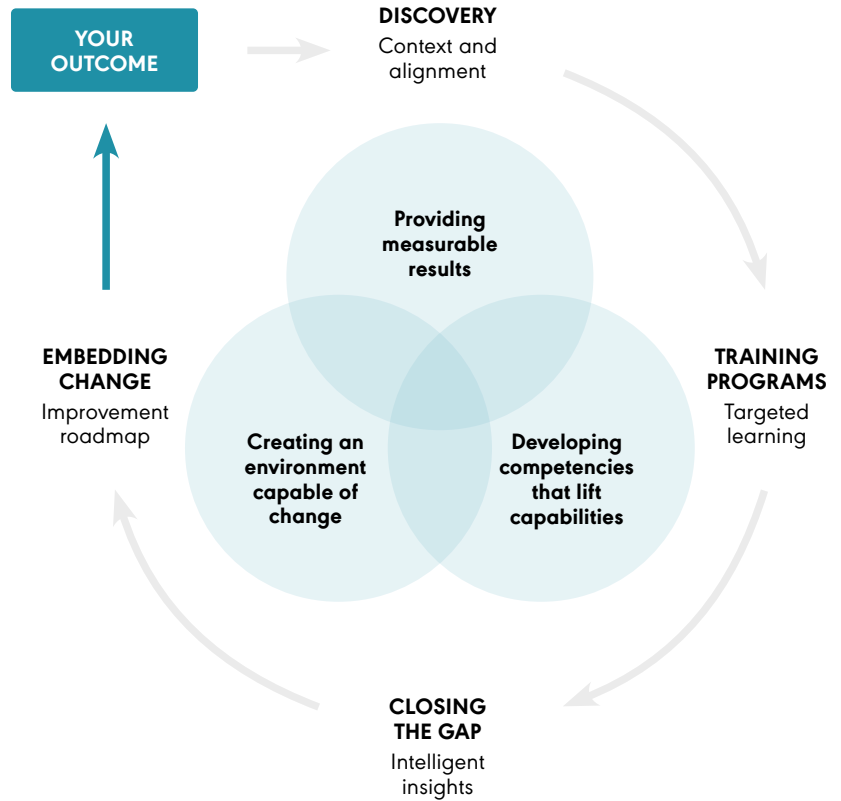
- » 1-on-1 and group coaching and mentoring
- » Real-life scenarios and live case studies
- » Global best practice tools and frameworks
- » Behavioural and 360-degree assessments
- » Case studies and real-life scenarios
- » Dynamic improvements roadmap.

Capability uplift goes beyond traditional classroom learning. This holistic approach works to continually uplift and retain skills, while guiding behavioural change and nurturing an environment of best practice.

OUR TRAINING METHODOLOGY

Capability uplift framework

Our four-step capability uplift approach has been carefully designed to determine where you are, where you need to be, and how to get there. Further, our data and analytics capture processes enable you to clearly demonstrate results and provide insights to inform ongoing improvements.



DISCOVERY

Organisational challenges

Individual and team competencies

Maturity (tools and process)

The desired outcome

Discovery: Context and alignment

During discovery our goal is to understand your challenges, current capabilities, maturity level and desired outcomes, so we can align competencies with organisational goals. Working proactively with your stakeholders, our team will establish a baseline measure and define what success looks like. This ensures we develop a results-driven uplift program that focuses on underperforming areas where we can maximise value.

OUR TRAINING METHODOLOGY

Learning program: Targeted training

From the information gained during discovery, our team will design a tailored training program to address the capability gaps contributing to poor performance. Depending on your organisation's specific needs, this will include a combination of best-in-class training, bespoke workshops, coaching, and global best practice tools and frameworks. Our expert coaches can work hand-in-hand with your team on live projects to guide the application of new learning to ensure knowledge is retained.

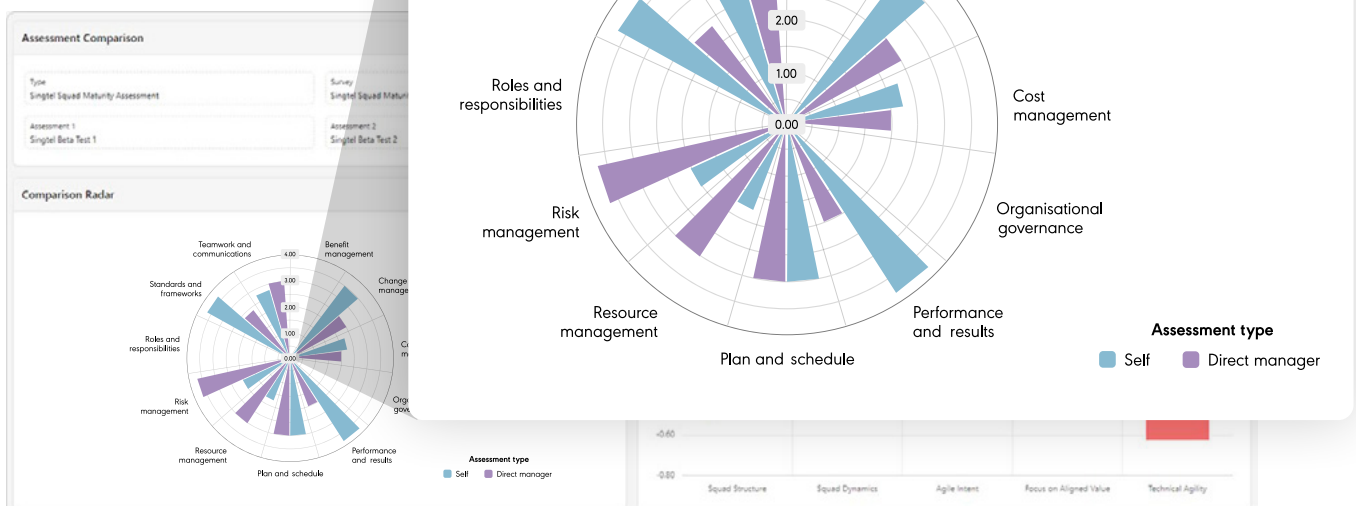


Closing the gaps: Intelligent insights

Throughout your uplift program we conduct regular check-ins using PM-Partners Capability Hub to gather valuable data and insights into how individuals and teams are progressing in key areas. This process enables us to measure training effectiveness and behavioural change, plan effective development pathways focused on closing capability gaps, and

ultimately improve the skills and competencies required to optimise performance. The Capability Hub also gives senior stakeholders transparency and, importantly, allows budget holders to see incremental improvements in the competencies invested in.

EXAMPLE CAPABILITY HUB HEALTH RADAR

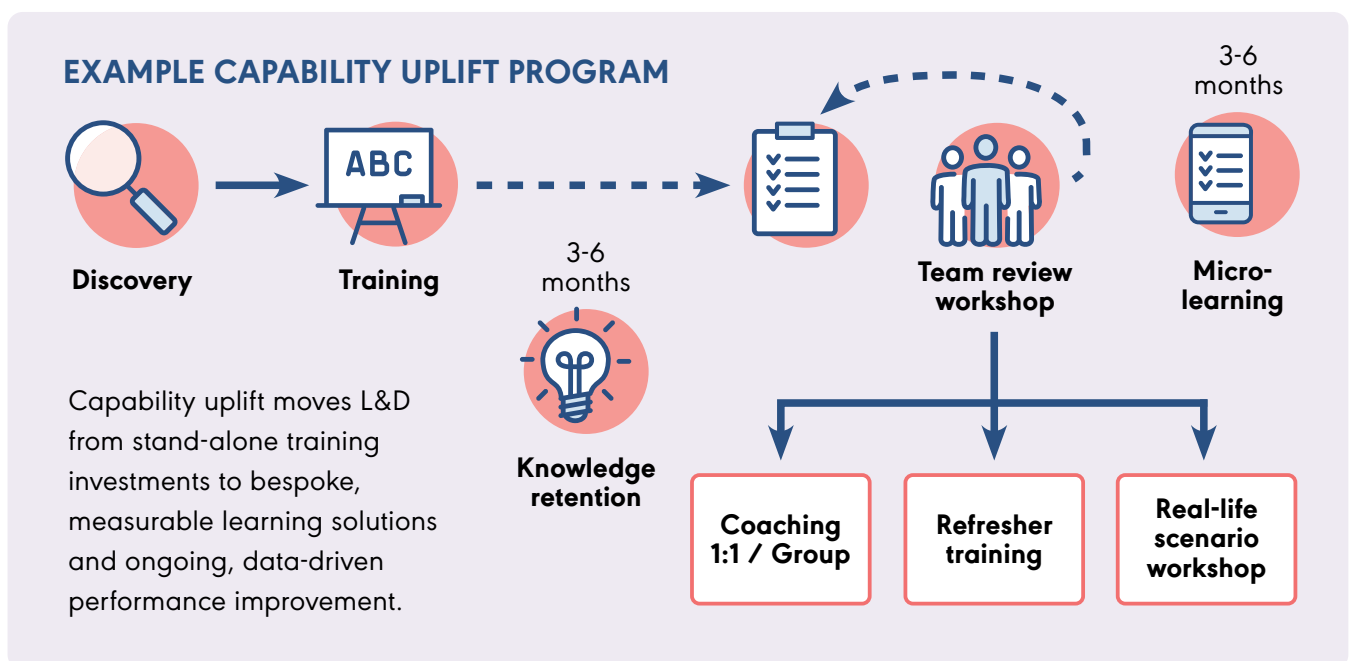


OUR TRAINING METHODOLOGY

Embedding change: Improvement roadmap

The insights gathered from the Capability Hub are used to further refine the uplift approach and drive an ongoing improvement roadmap. This may involve more specialised coaching or refresher courses, combined with relevant best practice

toolkits and frameworks developed over multiple coaching engagements to support your team to execute with success. In this way we can help to drive consistent delivery results and build a culture of excellence within your organisation.



Your outcomes delivered

Unlike standalone training programs, our capability uplift framework tracks and measures improvements against desired outcomes and provides clear, tangible results. Whether your goal is to reduce scope creep or budget overrun, or increase engagement and retention, we can translate performance uplift into quantifiable ROI via regular, easily digestible reports. This helps to assure decision makers the commitment is justified and builds support for any additional uplift measures.

When you engage PM-Partners your organisation will also benefit from access to our expert advisory team with decades of practical experience across operating models, assurance, competency frameworks and more. Furthermore, a high-level executive briefing on a range of related topics can be provided should you wish to accelerate and simplify the process of executive engagement.

WHY PM-PARTNERS

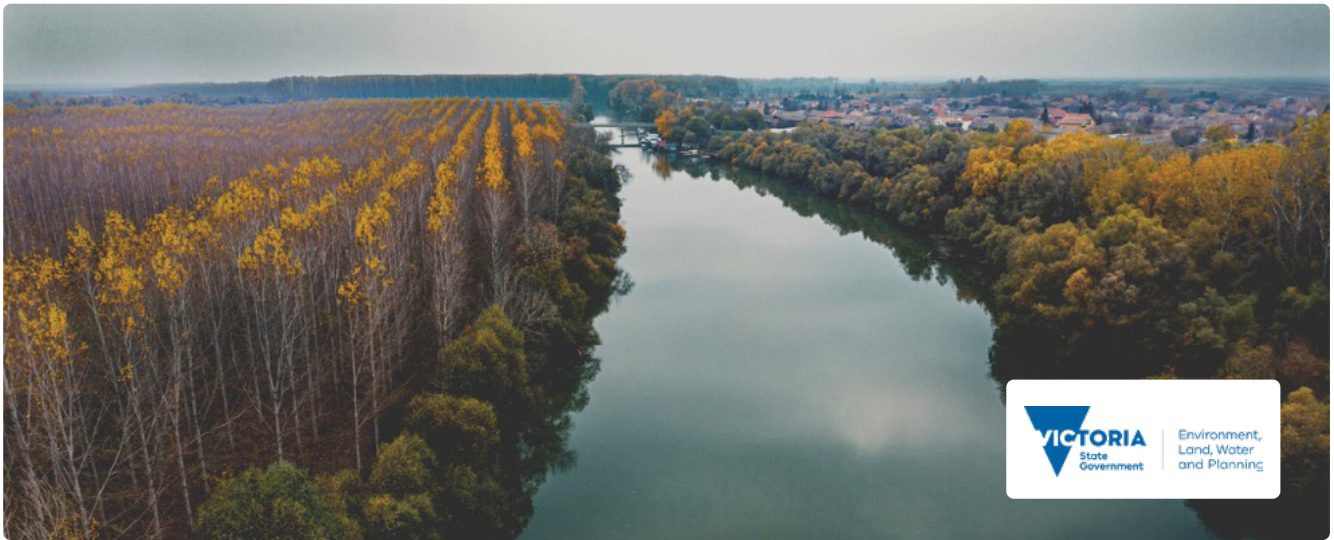


Since 1996, PM-Partners have been providing industry leading education that is relevant, up-to-date and designed to meet the unique needs of our clients. Every year, our expert facilitators train and certify more than 12,000 people throughout Australia, New Zealand and South-East Asia to global best practice standards.



We help organisations deliver projects and continually improve their skills and project delivery capabilities. With our proven capability uplift model, let us help you build and retain the skills and competencies your organisation needs to thrive not just today, but tomorrow.

CASE STUDIES



How a custom training program helped DELWP drive business performance

DELWP takes on multiple functions in order to strengthen connections between the environment, community, industry and the economy. The agency is committed to supporting Victoria's natural built environment to ensure not just economic growth, but also liveable, sustainable and inclusive communities that are resilient to the impacts of climate change.

The challenge

DELWP's senior executive team identified the need to develop their project management capability in order to deliver the goals set out in their 2020 strategy. The strategy guides the department on how it delivers services in an integrated way. It is regularly reviewed to ensure the agency's work aligns with government priorities.

Because adaptability, planning and efficiency are critical components of running any number of projects across its multiple portfolios, DELWP sought out the support of PM-Partners to deliver capability training to help the agency reach their core goals.

How PM-Partners helped

Working closely with DELWP to understand their pain points and their long-term needs, we created a custom training and capability package to boost

the agency's fundamental project management skills. PM Fundamentals focused particularly on the project lifecycle and how, through the use of their integrated project management (IPM) system, the agency could manage projects effectively and report appropriately. The purpose of the training program was three-fold and comprised of 38 training sessions attended by approximately 650 staff from all agency groups.

Outcomes delivered

We worked with their team of experienced facilitators to provide an open and engaging training program. Attendees enjoyed sharing 'war stories' which helped individuals learn through real-life examples from experienced practitioners.

As a result of the training program DELWP successfully closed the capability gap, the program also outlined the benefits of tracking projects in IPM.

CASE STUDIES



Agile transformation helps Prezzee with global ambition

Prezzee is an innovative online Australian company selling digital gift cards and vouchers. The company commenced trading in 2014 and experienced extraordinary growth.

The challenge

Prezzee experienced rapid growth across 2020. This saw the company more than double in size, appoint a new CEO, and enjoy large increases in its customer base and revenue. Coping with this expansion, however, became a significant risk for the business as the existing organisation, delivery methods and processes failed to keep up.

The time was right to consider a restructure and the introduction of a more appropriate, scalable and robust structure and operating model grounded in Agile practices and culture.

How PM-Partners helped

PM-Partners supported Prezzee on its growth journey through a combination of training, capability uplift and advisory services. This included:

- » Capability assessment and coaching to create a roadmap for a move to a highly capable, Agile-based business.

- » Execution of the roadmap across a three-month uplift phase, including:

- » transformation leadership
- » mentoring
- » development of a new Agile operating model
- » organisation restructure and supporting the business across a profound cultural shift to new ways of working.

Outcomes delivered

In late 2020, Prezzee launched its service in the US, soon to be followed by the UK, with more markets to come. Prezzee is one of a select few Australian tech companies to have successfully grown internationally.

PM-Partners is continuing to provide delivery support to Prezzee and this partnership is expected to continue across the long term.

TRAINING COURSES



AGILE

- » Agile Business Analysis (AgileBA®)
- » Agile Programme Management (AgilePgM®) Foundation
- » Agile Project Management (AgilePM®)
- » AgileSHIFT® (Enterprise Agility)
- » Coaching Agile Teams
- » DevOps Fundamentals
- » Estimating in Agile
- » Kanban in Practice
- » Lean Six Sigma Green Belt
- » Lean Six Sigma Yellow Belt
- » PRINCE2 Agile®
- » Scrum Master Certified (SMC™)
- » Scrum Product Owner Certified (SPOC™)

SCALED AGILE

- » Leading SAFe® 5.1
- » Lean Portfolio Management (LPM)
- » SAFe® for Architects
- » SAFe® for Teams

PROJECT MANAGEMENT

- » Change Management
- » ITIL® 4 Foundation
- » Management of Portfolios (MoP®)
- » Managing Benefits™
- » Managing Successful Programmes (MSP®)
- » PRINCE2®
- » Project Management Fundamentals
- » Project Management in Practice

PMO

- » Essentials for PMO Administrators™
- » Portfolio, Programme and Project Offices (P3O®)
- » Running an effective Hybrid PMO

BUSINESS ANALYSIS

- » Business Analysis Fundamentals
- » Business Analysis in Practice
- » Strategic Business Analysis

SUPPORTING SKILLS

- » Developing an Effective Business Case
- » Effective Facilitation
- » Microsoft Project Essentials
- » Negotiating Skills
- » Vendor and Supplier Management

ACCREDITED PARTNERS



PM-Partners group is a Project Management Institute (PMI)[®] Authorized Training Partner (ATP), an APMG-International Accredited Training Organisation (ATO), an AXELOS Certified Partner, an accredited partner of PeopleCert (Partner ID: 3800), an Endorsed Education Provider[™] (EEP[™]) for the International Institute for Business Analysis[™] (IIBA[®]), a Scaled Agile Silver Partner and a Microsoft[®] EPM Solution Partner. PMI is a registered mark of the Project Management Institute, Inc. PRINCE2[®], AgileSHIFT[®], MSP[®], P30[®], MoP[®], ITIL[®] and PRINCE2 Agile[®] are registered trade marks of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. The Certified Partner, Partner Programme Logo and Swirl Logo[™] are trade marks of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. AgilePM[®], AgilePgM[®] and AgileBA[®] are registered trademarks of Agile Business Consortium Limited. All rights reserved. APMG International Change Management and APMG International Lean Six Sigma are trademarks of The APM Group Limited. All rights reserved. The APMG-International AgilePM, AgilePgM, AgileBA, Change Management, Managing Benefits, Facilitation, Lean Six Sigma and Swirl Device logos are trademarks of The APM Group Limited, used under permission of The APM Group Limited. All rights reserved. SMC[™] and SPOC[™] are trademarks of SCRUMstudy. Scaled Agile Framework[®] and SAFE[®] are registered trade marks of Scaled Agile, Inc. IIBA[®] and the IIBA[®] logo are registered trademarks owned by International Institute of Business Analysis. Endorsed Education Provider[™] and the EEP logo are trademarks owned by International Institute of Business Analysis.

“ Great to see
PM-Partners as leaders
in professional training
taking the lead to help
organisations along
their journey. ”

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