

pm-partners

Professional development catalogue



SYDNEY | MELBOURNE | CANBERRA | BRISBANE | PERTH | SINGAPORE

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pm-partners

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A note from Mike Boutel, PM-Partners Head of Training

In today's dynamic delivery landscape, continuous professional development isn't just an advantage – it's essential. Building the right skills and competencies empowers individuals, strengthens teams, and drives organisations toward their strategic goals. More importantly, it fosters confidence, motivation, and the ability to adapt in a rapidly evolving world.

At PM-Partners, we're passionate about equipping professionals with the knowledge and practical tools they need to succeed. Our commitment to industry-leading education ensures every course we deliver is relevant, up-to-date, and designed to make an immediate impact in the workplace.

Introducing our 2025 Professional Development Catalogue

I'm proud to unveil our newly expanded training catalogue for 2025. Developed in response to your feedback and aligned with the latest industry trends, this year's catalogue features over 80 courses, including exciting new additions designed to address the challenges and opportunities of today's workplace.



Highlights of what's **NEW**

NEW Capability Uplift

Our unique model is designed to help organisations focus on the outcomes from training. We leverage data and analytics to drive measurable improvements and a return on investment.

NEW Power Skills

A new series of 1-day interpersonal skills courses, helping professionals navigate workplace dynamics and thrive in an increasingly tech-driven workplace.

NEW Generative AI

Role-specific courses focused on harnessing AI tools to drive efficiency and innovation in project delivery.

NEW Cyber Security

Practical, certified training to help empower non-IT business professionals and project teams to work closer with cyber teams to ensure protection against evolving threats.

NEW Product Management

Knowledge and skills to steer products toward success, balancing customer needs with business objectives across the entire product lifecycle.

NEW Sustainability

Ensuring project professionals integrate sustainability principles into their projects, aligned with the United Nations' 17 sustainable development goals.

NEW Customisation Solutions

A range of options to align courseware with your specific industry, goals and challenges, from tailored resources and formats to bespoke content.

Let's shape your success!

Ready to invest in your team's growth and capability? Connect with one of our **professional development consultants** today. Together, we can craft the perfect learning pathway to meet your goals and equip your organisation for long-term success.

Explore our 2025 catalogue and discover the courses that will empower you to achieve more.



Jourdan Clark
Sales Manager



Brooke Barclay
Corporate Training
Sales Consultant



Holly Barber
Corporate Training
Sales Consultant



Michael Lipman
Corporate Training
Sales Consultant



Luke Ayres
Corporate Training
Sales Consultant



Alexandra Furmston
Corporate Training
Sales Consultant



Faye Hughes
Public Training
Sales Consultant



Hannah McGuire
Public Training
Sales Consultant

Optimise delivery with PM-Partners

PM-Partners offers individual and organisation-wide capability uplift and development, alongside advisory and coaching services, to help you, your teams, and your organisation deliver change faster and with less risk.

Our industry-leading education programs provide certification and development across a range of globally recognised project management and delivery streams. Our expert trainers are highly-qualified practitioners and draw from real-life scenarios to add context and valuable lessons for participants. Committed to life-long learning, they are continuously analysing and adapting to evolving industry thinking to deliver relevant content, aligned with global best practices.

We provide capability development in the following three ways:

1. Public Training

For managers looking to upskill their teams and stretch their training budget, PM-Partners' public training courses are an affordable solution. You can choose from any of the 80+ timetabled courses in our public training catalogue and benefit from volume-based discounts, calculated at time of booking.

All of our courses focus on delivering up-to-date, best practice thinking, while providing tools, resources and knowledge that attendees can take back to the workplace. Our public training rooms in Sydney, Melbourne, Brisbane and Perth also utilise the latest in audio-visual technology to offer a choice of virtual, in-person and hybrid delivery modes.

Whatever your chosen location or delivery format, participants will join like-minded professionals in an interactive, classroom environment. This ensures an engaging, hands-on learning experience for everyone, no matter where they are. Visit our website to search our list of scheduled course dates and book direct, or contact our professional development team online, or by calling 1300 70 13 14.

2. In-house Training

Our in-house training provides a bespoke learning experience for teams of any size. Our expert facilitator will tailor the course content to your workplace environment and the group's knowledge, incorporating industry examples and case studies to put newfound knowledge into practice. This approach fast-tracks learning and equips participants with relevant tools and skills they can immediately apply to their active projects.

Courses are run at your office or one of our state-of-the-art training centres in Sydney, Melbourne, Brisbane or Perth, with in-person and/or virtual delivery options depending on location and preference. Training modules can also be adapted, such as running over half-days, to accommodate different schedules and minimise workflow disruptions.

For more information and to discuss how we can develop an in-house program for your team, contact our professional development consultants online, or call 1300 14 14 70.

Customised training solutions

At PM-Partners, we understand that no two organisations are the same. Whether you're grappling with unique industry challenges, managing teams across time zones, or adapting to hybrid work models, your training needs are as distinctive as your business. That's why, alongside our structured certification courses, we offer the flexibility to customise many of our training solutions.

If our off-the-shelf courses don't fully meet your requirements, we're here to bridge the gap. This ensures your investment in professional development directly supports your goals and equips your team with the skills they need to excel.

Our flexible approach allows us to customise content, delivery formats, and schedules to suit your unique requirements – empowering your team to thrive in today's dynamic business environment.







The PM-Partners team worked with us side-by-side to understand what we wanted from our learning outcomes.

Kerrie Hoskins | Metro Tunnel Rail System Alliance



Our approach: Customisation options designed for you

We collaborate closely with you to develop a training program that truly delivers. Here's how we ensure your team gets the most out of their learning experience:

 Tailored content	 Flexible delivery formats	 Custom schedules	 Brand-aligned materials
<ul style="list-style-type: none">◦ Modify course materials to reflect your organisation's frameworks, tools, and templates.◦ Incorporate real-life case studies and scenarios from your projects for practical application.◦ Create entirely new content to address specific skills, challenges, or ways of working unique to your business.	<ul style="list-style-type: none">◦ Choose from modular sessions that focus on targeted skill areas or immersive multi-day programs for in-depth exploration of a specific subject.◦ Build a blended learning program that fits your needs with a mix of in-person sessions, virtual workshops, and eLearning modules.	<ul style="list-style-type: none">◦ Deliver training simultaneously to in-class and virtual participants, with customised schedules to accommodate global teams and multiple time zones.◦ Choose from condensed, short burst sessions or extended programs delivered over several weeks, depending on your team's requirements◦ Design a timetable that aligns with your team's workflow and availability, minimising disruption while maximising engagement.	<ul style="list-style-type: none">◦ Integrate your organisation's logo and other brand elements into courseware and materials to maintain a cohesive visual identity and reflect your brand values.

The benefits of customised training

Partnering with us for customised training means more than just convenience – it's about achieving measurable results:

- **Personalised experience:** Training designed around your needs makes development more impactful and effective.
- **Enhanced engagement:** Relevant content ensures your team stays invested in their learning journey.
- **Improved knowledge retention:** Tailored scenarios and tools make training practical and memorable.
- **Embedded learning:** Customisation strengthens the connection between training and daily work.
- **Stronger foundations for success:** Equip your team with the skills they need to deliver results aligned with your goals.

Trust us to drive results!

When you partner with PM-Partners, you're not just signing up for a course – you're investing in a strategic solution that delivers results. Let us help you design a custom training experience that empowers your team, aligns with your goals, and positions your business for success.

Contact us today to explore how our tailored approach to professional development can make a difference for your organisation.



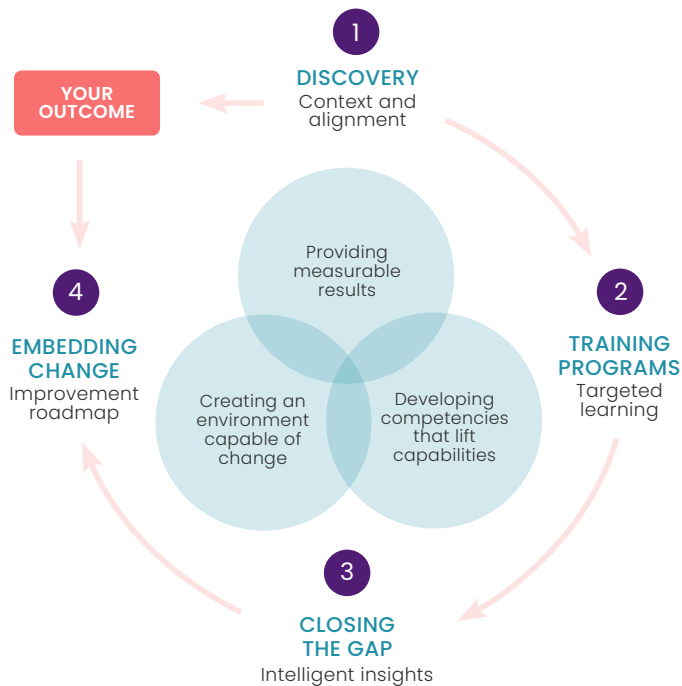
It's great to see PM-Partners as leaders in professional training, guiding the way to help organisations along their journey.

Ritu Chaudhry | Ausgrid



3. Capability Uplift

If your organisation is looking for more than a training course, PM-Partners' capability uplift framework goes beyond traditional learning. Our four-step method is designed to identify where you are, where you need to be, and how to get there. Throughout the engagement, our expert coaches work closely with your team to create a tailored training program that both maximises your strengths, while targeting specific areas for improvement.



1. DISCOVERY

We aim to understand your unique challenges and current capabilities so we can align competencies with your organisational goals.



2. TRAINING PROGRAMS

Based on 'discovery', and drawing from real-life scenarios, we create a targeted training program to uplift underperforming areas and ensure new knowledge and skills are being applied within your environment.



3. CLOSING THE GAPS

We conduct regular assessments and measure the results through our Capability Hub. This enables organisations to monitor progress against desired outcomes.



4. EMBEDDING CHANGE

Insights gathered from the Capability Hub are then used to refine the uplift approach and drive an ongoing improvement roadmap, guiding behavioural change and nurturing a culture of excellence.



25

years of
customer results

15,000

people trained
annually

4

integrated
service lines

17.6

average years'
experience of our
senior advisors

85,000

resources
globally

52%

of our courses
incorporate
agile

41

globally
recognised
certifications and
accreditations

\$3bn

projects and
programmes
delivered annually

310

experts across
Australia and
ASEAN

80%

of the top 200
ASX companies

16

best practice global
methodologies and
frameworks

99%

first time
pass rate for
certifications

Agile

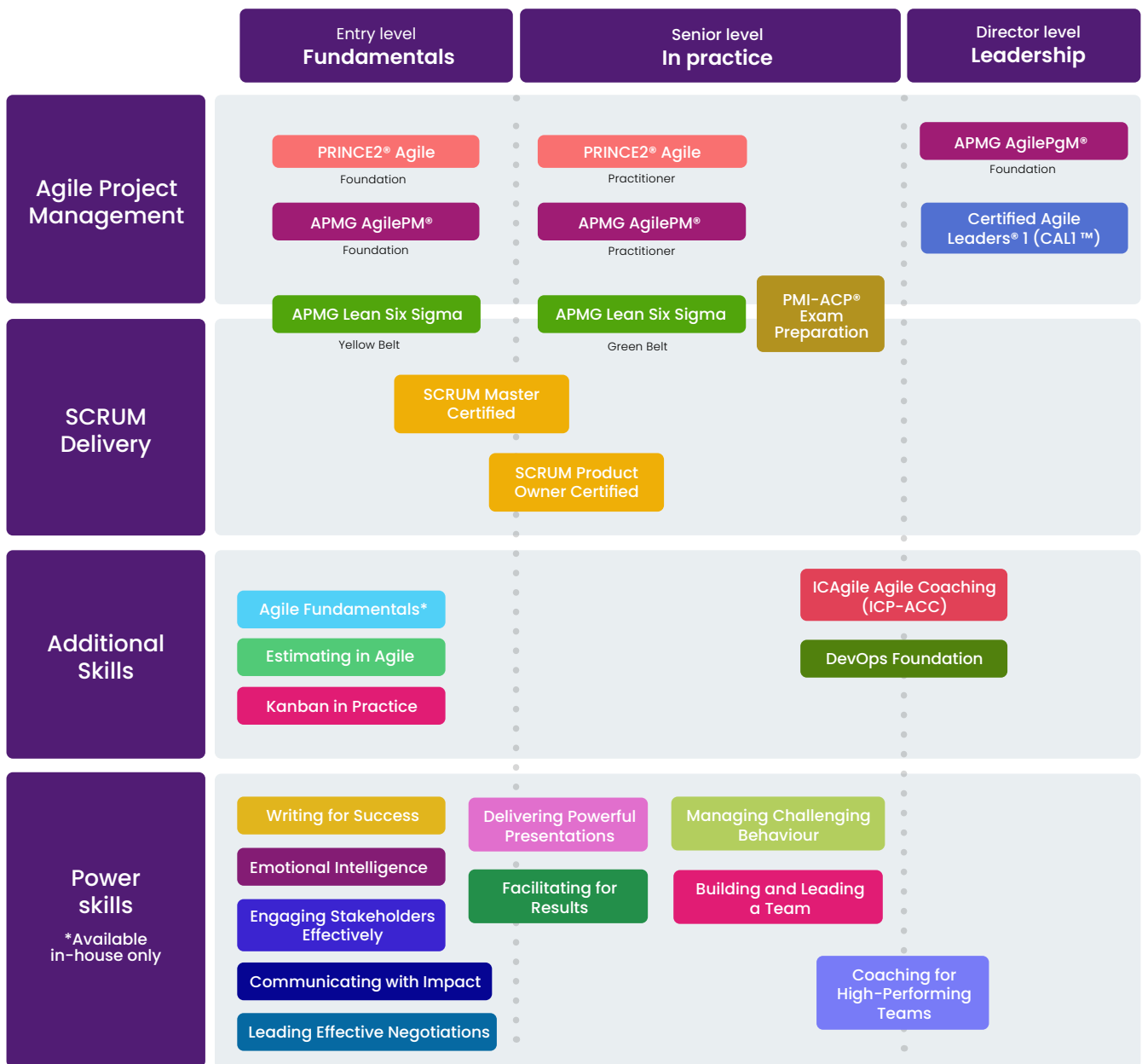


Agile professional development pathway

Agile is a way of thinking and working that challenges conventional process to accelerate delivery. The following pathway is designed to promote both an understanding of and skills in 'being agile' and 'doing agile'.

Our certified agile courses have been designed to deliver insights, practices and a greater understanding of implementing agile methods into both blended and traditional environments. The agile pathway presented offers a guide for combining our courses and assessments to meet professional development needs.

Agile development stream



Certified by:





Agile Fundamentals

Overview

Agile has become increasingly popular as it incorporates aspects of both Lean and iterative development thinking. This enables organisations to respond to volatile market change and deliver business value whilst improving overall business performance.

Agile as a philosophy incorporates a set of values, principles and practices to help improve business performance. When the agile mindset is fully embraced it provides an organisation with the transparency and awareness required to help their delivery teams deliver business value early and often, while reducing bottlenecks, thus delivering value on time without overshooting budgets or time constraints.

Objectives

This course will provide you with a clear understanding of how to use the agile mindset and an awareness of the various methods or practices that could be used when you are delivering work using an agile approach.

- Work effectively in an agile environment.
- Deliver work using a structured agile approach.
- Use agile principles and values to deliver business valued outcomes.
- Apply common agile practices and techniques.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDU's & CPDs

Agile Project Management (AgilePM®)



Overview

AgilePM® provides the ability to deliver agile projects in organisations requiring standards, rigour and visibility around Project Management, whilst at the same time enabling the fast pace of change and empowerment that is integral to agile.

The Foundation course lays a solid foundation for managing projects using the DSDM Agile Project Framework and prepares candidates for the AgilePM Foundation certification.

The Practitioner course builds on the AgilePM Foundation course, providing additional depth of understanding, and prepares candidates for the AgilePM Practitioner certification exam.

AgilePM Foundation

Objectives

This course will enable participants to:

- Adopt an agile approach and philosophy
- Work in line with DSDM philosophy and principles
- Work effectively with DSDM roles, process and products
- Describe how DSDM agile projects are managed
- Prepare for the Foundation examination.

☒ 3 days ☒ Prerequisites ☒ Exam ☒ PDU's & CPDs

AgilePM Practitioner

Objectives

The Practitioner course prepares participants to undertake and pass the AgilePM Practitioner examination.

The course follows Section 2 of the AgilePM Handbook V2 –“Digging Deeper”, and includes a review, consolidation of concepts and exam questions for the Practitioner level certification.

☒ 1 day ☒ Prerequisites ☒ Exam ☒ PDU's & CPDs



Graeme was an expert at presenting the course material. He was engaging, positive and extremely good at managing the hybrid classroom experience.

Melissa Mohr | AgilePM



Project Management Institute Agile Certified Practitioner (PMI-ACP)®



Overview

In today's fast-paced and ever-evolving landscape, organisations that embrace agility and adaptability consistently gain a competitive edge. With a growing demand for skilled agile practitioners, the PMI Agile Certified Practitioner (PMI-ACP) certification has become an essential credential, empowering professionals with the mindset, tools, and skills to excel in agile environments.

Our PMI-ACP exam preparation course is designed to equip you with the comprehensive knowledge and practical skills needed to confidently pursue this globally recognised certification. Developed by industry leaders, this program aligns with the latest agile practices and emphasises an "Agile Mindset," preparing you to effectively drive agile transformations, projects, and product development.

Throughout the course, you will learn best practices for agile collaboration, along with tools and techniques

to thrive in any agile setting. By achieving your PMI-ACP certification, you will validate your expertise and join a community of agile practitioners who enable organisations to remain agile, innovative, and resilient.

Objectives

This course will boost your knowledge of agile approaches, where and when to apply them, and how to empower teams and drive remarkable results. It will also prepare you to sit for the PMI-ACP Certification. The course aligns to the ACP Exam Content Outline and satisfies the 28 training hours required to apply for the ACP certification.

☒ 4 days ☒ Prerequisites ☐ Exam ☒ PDUs & CPDs

Scrum Master Certified (SMC®)



Overview

Scrum, created by Schwaber and Sutherland (c. 1995), is a popular agile framework for developing and sustaining complex products. It offers a collection of roles, events, artefacts and rules, providing a way to assess the efficiency of your practices so that you can improve.

Scrum was formulated as a faster, more flexible way to deliver the greatest value in the least amount of time.

The Scrum Master Certified course is a collaborative learning experience, including roundtables, group discussions, team activities and role-plays.

The course also prepares candidates for the Scrum Master Certified (SMC) certification exam.

Objectives

- Be comfortable in taking on the role of Scrum Master and understand how the role relates to other Scrum roles.
- Apply the Scrum framework's philosophy and principles when delivering work.
- Ensure Scrum aspects, such as business justification and quality, are addressed throughout a project.
- Use a range of facilitation techniques to successfully manage meetings, address common issues and resolve impediments.
- Understand the Scrum processes in detail so they can, in the role of Scrum Master, ensure processes are being correctly followed by the Scrum team.
- Understand how Scrum is scaled in large projects, programs or portfolios.
- Prepare for the Scrum Master Certified exam.

☒ 2 days ☒ Prerequisites ☒ Exam ☒ PDUs & CPDs



Graeme was an excellent facilitator with great insights on the topics discussed.

Rudi Rajic | Scrum Master Certified SMC®



Scrum Product Owner Certified (SPOC®)

SCRUMstudy SPOC
Scrum Product Owner Certified

Overview

Scrum, created by Schwaber and Sutherland (c. 1995), is a popular agile framework for developing and sustaining complex products. It offers a collection of roles, events, artefacts and rules, providing a way to assess the efficiency of your practices so that you can improve.

Scrum was formulated as a faster, more flexible way to deliver the greatest value in the least amount of time.

The Scrum Product Owner Certified (SPOC™) course focuses on the perspective, responsibilities, tools and techniques employed by the Product Owner. It provides an interactive hands-on learning experience through a mix of highly interactive facilitator-led discussions, group activities, games and product development simulation.

Objectives

- Be familiar with the concepts, advantages and challenges.
- Have a deep understanding of the Scrum framework's philosophy and lifecycle.

- Explore the role throughout the life of a Scrum project.
- Gain a practical knowledge of Scrum from a Product Owner's perspective, including roles, meetings and artefacts.
- Be prepared to take on the role of Product Owner including managing common issues and roadblocks.
- Have a working knowledge of the tools and techniques required to write effective requirements (User Stories), and to prioritise and maintain a product backlog.
- Be adept in handling the business aspects of Scrum.
- Gain a functional understanding of the other roles in Scrum.
- Be prepared with the necessary knowledge to take the online Scrum Product Owner Certified (SPOC) certification exam.

✓ 2 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs

★★★★★

Big thank you to Kathy for the 2-day session, she was an excellent trainer and an engaging communicator. The course was really helpful in clarifying some of the Agile concepts that were probably a bit murky in my head and also helped me in identifying what processes/ ceremonies I need to look at implementing in my team.

Michael Rapoport | Scrum Product Owner Certified (SPOC®)

★★★★★

Quinn conducted the course very well and included in classroom and virtual participants effectively. The content was valuable and relevant to professional development.

Simon Graham | Scrum Product Owner Certified (SPOC®)

★★★★★

Quinn was great! It has been a while since I have completed some professional development and having a trainer that was engaging really assisted in the overall satisfaction of the course.

Troy Armstrong | Scrum Product Owner Certified (SPOC®)

Overview

PRINCE2 Agile combines the flexibility and responsiveness of agile with the governance of PRINCE2. PRINCE2 is the most commonly used project management approach in the world and it is increasingly being used in conjunction with agile. As more organisations adopt agile, the need for specific guidance on how to use PRINCE2 in an agile context has grown accordingly. In simple terms, PRINCE2 and agile each have their own strengths and when combined they complement each other and create a holistic approach to managing projects.

The strength of PRINCE2 lies in the areas of project direction and project management. However, it provides little focus on the field of product delivery. Conversely, agile has a very strong focus on product delivery but relatively little on project direction and project management. When PRINCE2 and agile are combined, all three areas are addressed.

PRINCE2® Agile Foundation

Objectives

PRINCE2 Agile Project Management Foundation aims to help professionals deliver agile projects by tailoring PRINCE2 Project Management controls with a broad toolset of agile delivery techniques and frameworks.

- Understand the key aspects of PRINCE2 Project Management.
- Understand basic concepts behind common agile ways of working.
- Demonstrate the purpose of combining PRINCE2 Project Management with agile.
- Be able to fix and flex the six aspects of a project in an agile context.
- Apply the PRINCE2 Project Management principles and tailor the themes, processes and management products to a project in an agile context.
- Prepare for the PRINCE2 Agile Project Management Foundation exam.
- To ensure your outcomes are achieved, some pre-course preparation is required for both the Foundation and Practitioner courses.
- Pre-course work will be sent out 2 weeks prior to course commencement for the Foundation course and at the end of the Foundation course for the Practitioner course.

✓ 3 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs

PRINCE2® Agile Practitioner

Objectives

This course examines how PRINCE2 Project Management and agile methods can interact and be adapted to accommodate each other to benefit the overall management of projects. It will help experienced project practitioners tailor PRINCE2 Project Management controls for agile development.

- Understand the basic concepts of common ways of working.
- Understand the purpose and context for combining PRINCE2 Project Management and agile ways of working.
- Be able to apply and evaluate the focus areas to a project in an agile context.
- Be able to fix and flex the six aspects of a project in an agile context.
- Apply the PRINCE2 Project Management principles and tailor the themes, processes and management products to a project in an agile context.
- Prepare for the PRINCE2 Agile Project Management Practitioner exam.

✓ 3 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs



Everything was a great experience. The offering of an online training platform with a live trainer is fantastic. The trainer was lovely and very knowledgeable and made an extra effort to ease our anxiety about the exam. I also enjoyed all the personal examples she provided in class to help make the connection to the content.

Asia Attavar | PRINCE2 Agile



Lean Six Sigma Yellow Belt

Overview

The focus of Lean is about speed, efficiency and taking waste out of a process. Six Sigma focuses on effectiveness and removal of errors. When combined and implemented properly it can be a powerful management tool that can greatly improve an organisation's performance, by providing a structured approach to resolving problems. This course will help your organisation achieve the qualitative benefits of Six Sigma, but at a greater speed by applying Lean at the same time.

The purpose of the APMG International Lean Six Sigma Yellow Belt qualification is to confirm that a participant has sufficient knowledge and understanding of the Lean Six Sigma process improvement methodology and practice to be able to work effectively with, or as a member of, a process improvement team working within an environment supporting Lean Six Sigma.

Objectives

- Explain the role of process improvement in enabling an organisation to move closer to World Class Performance.
- Assist in the establishment of an organised work environment to create a solid foundation for further process improvement programmes.
- Employ a range of techniques and quality tools that will help to create a continuous improvement culture.
- Identify the correct way to set up and execute improvement projects.
- Visualise, analyse and improve the logistical flow of processes - making them more stable, predictable and efficient, effective, productive and agile.
- Apply Six Sigma and statistical tools to collect data and to assure a valid and reliable performance measurement system.

✓ 2 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs



The course trainer was very engaging and kept the whole training cohort interested. I did not feel like there was a time that I got stuck during the lessons.

Edward Yuen | Lean Six Sigma Yellow Belt

Lean Six Sigma Green Belt



Overview

Lean Six Sigma is a management approach to business performance improvement that has blended the two individual specialisms of Lean and Six Sigma.

The focus of Lean is about speed, efficiency and taking waste out of a process. Six Sigma focuses on effectiveness and removal of errors. When combined and implemented properly it can be a powerful management tool that can greatly improve an organisation's performance, by providing a structured approach to resolving problems.

The purpose of the Green Belt qualification is to confirm that a participant has sufficient knowledge and understanding of the Lean Six Sigma process improvement methodology and practice to be able to achieve significant improvements in performance and quality, either working as a team member in a large project or working alone as a junior project manager.

Objectives

- Analyse their organisation's processes to identify the priority issues leading to waste and inefficiency.
- Deeply investigate and understand the systemic root causes for these issues.
- Understand what process improvement tools are available and how to best apply them to eliminate the source of the problem and drive customer value.
- Effective Green Belts are capable of implementing significant change within their organisation. Participants will also learn how to manage people through change, how to lead an improvement project team, and how to engage with enterprise leadership.
- The Continuous Improvement Maturity Model will be introduced which charts the necessary changes organisations need to make, to move towards World Class Operational performance (Structured > Managed > Predictable > Capable > World Class).

✓ 4 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs

Agile Programme Management (AgilePgM®)



Overview

AgilePgM® provides programme managers with a disciplined but flexible agile approach to the management of transformational organisational change, allowing for iterative and incremental delivery of outputs and benefits.

The governance model, contained within the guidance, ensures a programme will capture its vision, whilst empowering teams to work without undue interference. Built on firm foundations, the programme can evolve and react to business change in our increasingly dynamic world.

The guidance is based on the DSDM® (Dynamic System Development Method) approach – a long established, internationally recognised framework for agile project delivery.

AgilePgM Foundation

Objectives

- Understand the fundamentals of Agile PgM.
- Lay the foundations for successful agile programmes.

- Understand the philosophy, principles, processes, roles and documentation required in an agile programme.
- Gain the ability to apply relevant programme management methods, leading to successful agile programmes.
- Clarify different management styles needed for successful agile programmes compared to traditional programmes.
- Actively promote trust and close co-operation between all stakeholders and provide ongoing visibility into what is happening.
- Combine knowledge of more traditional management methodologies with agile methods to ensure continuous alignment to a changing business environment.
- Ensure incremental and iterative realisation of benefits by encouraging active stakeholder involvement, feedback and effective controls.
- Prepare for the Agile Programme Management Foundation examination.

✓ 2 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs

DevOps Foundation

Overview

This course provides an introduction to DevOps – the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals.

To maximise the IT value flow to customers, DevOps creates an improved ability to design, develop, deploy and operate software and services faster for the benefit of the business.

Higher customer satisfaction, better quality, faster delivery and lower costs are all benefits of using DevOps.



Objectives

Understand DevOps terms, principles, tools and practices, and how to use tools efficiently and effectively within a DevOps environment to achieve business goals.

- Understand the importance of communication, collaboration, integration, and automation in the DevOps movement, as critical factors, that improve the workflow between software developers and IT operations professionals and support organisations in their digital transformation journey.
- Learn how the DevOps cultural and professional movement supports organisational efforts to reduce costs, while increasing agility, speed of execution, and output quality.

✓ 2 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs



It was the first time I have attended an online learning course with a remote trainer. After adjusting to the new environment, I found the tools for the course exercises, and general interactions with the trainer and other participants, very helpful in enabling me to follow the course content. I will recommend this training to colleagues.

Adam Bennett | DevOps Foundation



ICAgile Certified Professional in Agile Coaching (ICP-ACC)

Overview

The goal of agile coaching is to help individuals, teams, and organisations establish and improve agile practices and frameworks, while embedding core agile values and mindsets. Agile coaches enable the optimisation of agile ways of working and the scaling of agile practices to ensure effective outcomes at a team and organisation level. The role of an agile coach is varied. The coach is a guide, a catalyst, a champion for change, a servant leader, and a resolver of conflicts and issues. Effective coaches have a wealth of practical experience to draw on as they teach, mentor, coach, or facilitate agile teams to achieve exceptional results. On successful completion of this course, participants will be awarded the ICAgile Certified Professional – Agile Certified Coaching (ICP-ACC) certification.

Objectives

This Agile Coaching course for ICP-ACC certification focuses primarily on the mindset, roles, and

responsibilities of an agile coach when coaching the team as a whole, or individual team members.

This course will enable participants to:

- Differentiate between and among mentoring, facilitating, consulting, teaching, and coaching
- Gain skills needed to create a safe environment for meaningful collaboration and healthy conflict resolution within an agile team
- Lead a meaningful coaching conversation and mentoring session
- Create a lesson plan for teaching core agile concepts
- Understand how to identify and improve team performance levels. These course objectives are drawn from ICAgile's Agile Coach Learning Objectives (ICP-ACC Track).

☒ 3 days ☒ Prerequisites ☐ Exam ☒ PDUs & CPDs

Kanban in Practice

Overview

The Kanban method is fast gaining acceptance across all industries facilitating business improvement by streamlining processes and reducing costs.

Incorporating a set of principles and disciplined practices that can be applied to any process, Kanban, when implemented properly, provides transparency and awareness. This helps teams improve lead time and reduce bottlenecks, thus delivering value on time without overshooting budgets or time considerations.

Objectives

- Understand the benefits of using the Kanban method.
- An overview of Kanban principles and practices.
- Practical experience in applying Kanban principles, practices and techniques.
- An understanding of how Kanban can be incorporated into other agile practices.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs



Estimating in Agile

Overview

Agile, by definition, is iterative and elaborative but that does not mean that you don't need to plan or provide estimates for the work involved. In fact, it is essential that you develop appropriate estimates for the project phase you are in, deliver the work, reflect on your planned versus actual achievements, and update estimations frequently to ensure you maintain confidence in delivery.

This course will provide participants with a solid understanding and experience of working with various agile estimating styles and techniques that will improve your chances of delivering projects on-time.

Objectives

This course is based on the Estimating in Agile pocketbook, produced by DSDM® (Dynamic System Development Method). Although focusing on DSDM, the information in the pocketbook, and therefore the content of this course, is applicable to any of the agile approaches.

- Give practical support to those working with estimates.
- Understand various estimating tools and techniques that support an agile way of working.
- Enable estimators to take account of risk when developing estimates.

☒ 1 day ☒ Prerequisites ☐ Exam ☒ PDUs & CPDs



Scaled Agile



Scaled Agile professional development pathway

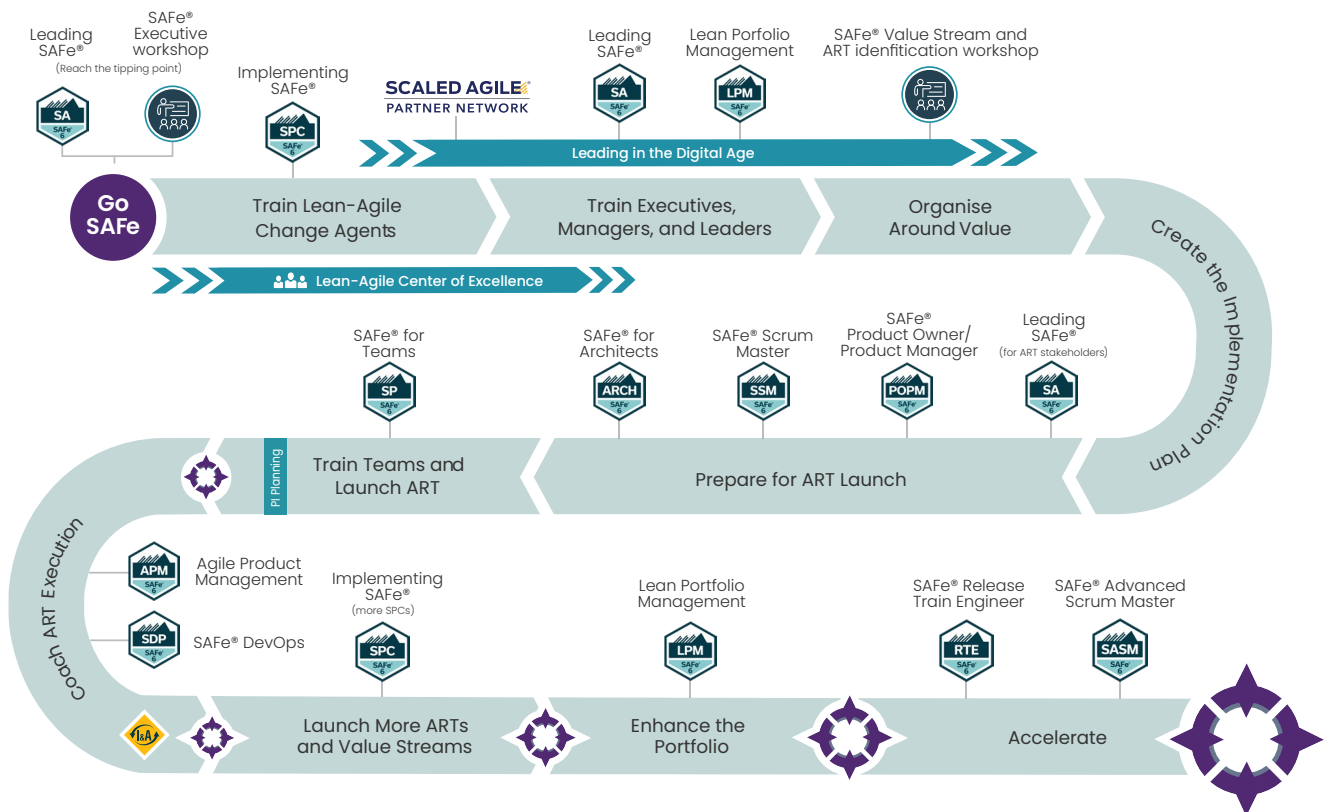
As an early adopter of Scaled Agile, and a SAFe® Gold Partner*, we have trained more than 5,000 people in the Scaled Agile Framework and helped customers successfully implement SAFe. PM-Partners specialises in providing SAFe training, consulting and coaching services in Australia, and around the world.



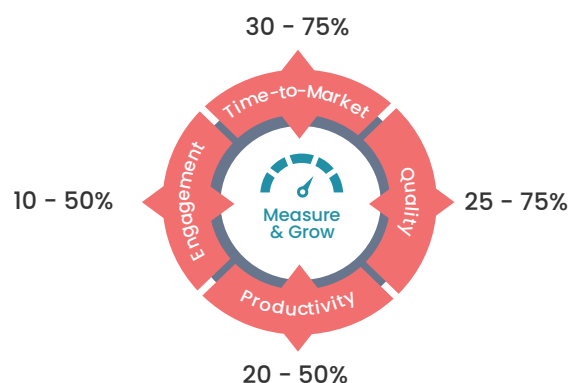
We offer a full range of accredited courses, which can be delivered in our state-of-the-art training centres, virtually, or at your location. Our certified trainers bring SAFe to life with practical examples of how to achieve success in your context.

SAFe® Implementation Roadmap

The SAFe pathway presented offers a guide for combining our courses and assessments to meet professional development needs.



Business results



Implementing SAFe® with SAFe®

6 Practice Consultant Certification

Presented by Agile Rising in association with PM-Partners



Overview

Implementing SAFe offers attendees the broadest level of insight into each layer of a SAFe implementation. This course is for those who want to be a leader in a Lean-Agile transformation. If you are looking for a comprehensive and practical understanding of how to help an organisation achieve business agility effectively, Implementing SAFe is the right course for you.

During this course, you will learn how to identify value streams, launch agile release trains, optimise flow, and apply OKRs to strategic themes that define the targeted outcomes for the SAFe transformation. You will also practice the principles of agile product management and product delivery.



4 days



Prerequisites



Exam



PDUs & CPDs



Great course and trainers, both Mark and Quinn were super knowledgeable on the topic, friendly and really kept the course interesting and class engaged.

Ky Nguyen | Implementing SaFe®

SAFe® for Architects

Overview

Attendees can improve collaboration and alignment in a SAFe® Lean-Agile enterprise when they become a SAFe Architect. The SAFe® for architects course prepares system, solution, and enterprise architects to engage across the organisation as effective leaders and change agents who collaboratively deliver architectural solutions.

During this three-day course, attendees will explore the roles, responsibilities, and mindset of agile architects, and appreciate how to align architecture with business value and drive continuous flow to large systems-of-systems while supporting SAFe program execution.

This course is for senior technical contributors who need to understand the role of system, solution, and enterprise architects in Lean-Agile enterprises. The course is also appropriate for individuals wanting a deeper view into how architecture enables continuous value flow, and how architects engage in, and contribute to, a Lean-Agile enterprise.



3 days



Prerequisites



Exam



PDUs & CPDs

Objectives

- Explain SAFe agile principles.
- Apply SAFe principles to managing trade-offs between functionality, cost, risk, and sustainability.
- Ensure designs can be implemented in small batches with continuous integration/continuous delivery deployment model.
- Communicate solution context and intent to agile teams and trains.
- Establish intentional architecture guidelines and enable flexibility to allow emergent technology.
- Prepare architectural runway to enable delivery success.
- Steer architecture decisions, support risk and issue resolution, participate in management review and problem solving during program increment execution.
- Define, implement, and monitor quality practices, including CI/CD and DevOps.
- Ensure that technology decisions made within an ART work end-to-end across components in a solution.
- Ensure that solution complies with Portfolio technology strategy.
- Enable Lean-Agile transformations and coach Lean-Agile practitioners.





Leading SAFe®

Overview

During this two-day course, you will gain the knowledge necessary to lead a Lean-Agile enterprise by leveraging the Scaled Agile Framework® (SAFe®), and its underlying principles derived from Lean, systems thinking, agile development, product development flow, and DevOps. This course explores the five competencies needed to become a Lean Enterprise, whilst allowing participants to practice the skills required for supporting and executing Program Increment (PI) Planning events and coordinating multiple Agile Release Trains (ARTs).

This course will provide you with an understanding of the Lean-Agile mindset, why it's so effective in today's adapt-or-die marketplace, and what it means to lead a Lean-Agile transformation. It will also show you how to build and support agile teams and programs, empower a Lean Portfolio, build a Continuous Delivery Pipeline and DevOps culture, and coordinate large solutions. You will develop a skillset that is in demand worldwide— and empower your enterprise to succeed in a disruptive marketplace—when you become a SAFe® Agilist (SA).

Objectives

Upon completion of this course, you will be able to:

- Lead the transformation to Business Agility with SAFe
- Become a Lean-Agile leader
- Explain the importance of the Seven Core Competencies of Business Agility
- Understand customer needs with Design Thinking
- Enable Agile Product Delivery
- Initiate Lean Portfolio Management
- Apply the values and principles of a Lean-Agile Mindset
- Create high-performing teams by establishing mission and purpose.

✓ 2 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs



The trainer was awesome. He was impactful and has a strong hold on the subject matter.

Gesu Datta | Leading SAFe®

SAFe® for Government

Overview

The Scaled Agile Framework (SAFe) for Government course is particularly designed to meet the unique problems and requirements of adopting SAFe in government and public sector organisations. The course aims to equip participants with a thorough grasp of how to implement SAFe ideas and practices in government projects and initiatives to create value, enhance productivity, and boost transparency.

Key topics include the application of Lean-Agile principles to government contexts, aligning strategy and execution, organising and coordinating Agile Release Trains (ART) in government settings, and ensuring compliance with regulations and mandates.

The SAFe for Government course equips participants to lead Agile transformations within government organisations, allowing them to navigate complex settings and deliver outcomes effectively while adhering to compliance and accountability standards. Participants

will gain the knowledge and skills required to effectively implement SAFe in government agencies, resulting in positive outcomes and value for citizens and stakeholders.

Objectives

- Apply Lean, Agile, and DevOps principles in traditional government organisations and cultures.
- Organise and coordinate government programs into Agile Release Trains (ART).
- Learn to build an action plan to begin or implement SAFe into your program or agency.
- Understand how to ensure compliance with regulatory requirements while maintaining ART's and delivering value.
- Learn to build high performing, multi-vendor teams and ARTs.
- Learn to build an action plan to begin or implement SAFe into your program or agency.

✓ 2 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs

Agile Product Management

Overview

The Agile Product Management course teaches participants about product management ideas and practices within an Agile framework. The course teaches the participants to explore by using design thinking to create products that are desirable, feasible, and sustainable.

Participants will learn how to successfully interact with cross-functional Agile teams, stakeholders, and customers to gather requirements, define product vision, and create a well-prioritised product backlog. The course focuses on iterative and incremental product development, which allows for faster feedback and continual improvement.

Participants will get insights into Agile product planning, roadmap generation, and product ownership throughout the course, ensuring that products correspond with company goals and customer demands. The course will equip individuals to be able to generate innovation, manage product development problems, and create effective product results in Agile contexts.



Objectives

- Learn to use design thinking to achieve desirable, feasible, and sustainable products.
- Product vision and Road mapping to develop short term road-maps which evolve into long term value.
- Build confidence in navigating Product development challenges.
- Understand the use of Product Strategy to set clarity and direction for Agile Release Trains.
- Establish a customer-centric mindset during Product Development.
- Learn techniques to create and drive innovation in the value stream.



3 days



Prerequisites



Exam



PDUs & CPDs

SAFe® Product Owner/Product Manager

Overview

The SAFe® Product Owner/Product Manager (POPM) course focuses on the key responsibilities, best practices, and strategic approaches required to drive value delivery and successful product outcomes in an Agile environment.

Participants receive a thorough grasp of SAFe ideas and values, as well as the Lean-Agile mentality, allowing them to successfully align their practices with Agile techniques and Lean principles. They will learn about the crucial role of Product Owners as the customer's voice, as well as how to prioritise, manage, and revise the product backlog to maximise customer value.

The course emphasises a customer-centric approach, guiding participants to adopt a mindset centered around understanding and fulfilling customer needs. It covers techniques to identify customer personas, gather feedback, and use data-driven insights to make informed product decisions along with learning how to craft well-defined epics, features, and user stories, enhancing the efficiency of the product development process.

Overall, the SAFe POPM training equips professionals to successfully implement Agile ideas and practices to drive the product development process, optimise productivity, and assure high product quality.



Participants are prepared for the SAFe PO/PM certification test after completing the course, certifying their expertise and readiness to function as proficient Product Owners and Product Managers in a SAFe enterprise.

Objectives

- Understanding the SAFe Framework.
- Defining and managing the product vision.
- Master the decomposition of Epics to Features and Features to Stories.
- Integrate a customer-centric mindset to deliver products.
- Navigate Product Backlog Prioritisation.
- Learn how to prepare for and lead PI planning.
- Becoming an effective Product Owner/Product Manager.
- Connect the SAFe Lean-Agile Principles and values to the PO/PM roles.



2 days



Prerequisites



Exam



PDUs & CPDs



SAFe® Release Train Engineer

Overview

The SAFe Release Train Engineer (RTE) course provides an in-depth understanding of the critical RTE role in the Scaled Agile Framework (SAFe). The training provides participants with the information and skills needed to effectively conduct Agile Release Trains (ART) and ensure the successful execution of Programme Increments (PI).

Participants discover how to coach leaders, teams, and Scrum Masters in new processes and mindsets. They learn how to plan and execute essential ART activities such as PI Planning, Inspect and Adapt workshops, and Scrum of Scrums. The training emphasises the importance of teamwork, problem-solving, and continual improvement in the development of high-performing ARTs.

Participants are empowered to promote alignment, transparency, and flow within the organisation, hence increasing value delivery and improving business outcomes.

Objectives

- Understanding the RTE role.
- Learn to Lead Agile Release Trains and Large Solutions in a SAFe Organisation.
- Adopt a Servant Leadership and Coaching mindset.
- Create an environment of continuous improvement.
- Gain PI Planning and Execution skills.
- Apply Lean-Agile knowledge and tools to release value.

✓ 3 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs



Lean Portfolio Management

Overview

Lean Portfolio Management is an interactive course which explores the practical tools and techniques necessary to implement strategy and investment funding, agile portfolio operations, and lean governance.

Participants have the opportunity to capture the current and future state of their portfolio with the Portfolio Canvas tool and identify important business initiatives for achieving the portfolio vision. Participants establish portfolio flow with the Portfolio Kanban and prioritise epics for maximum economic benefit. The course also provides insights on how to establish value stream budgets and lean budget guardrails and measure the lean portfolio performance.

Objectives

This course focuses primarily on the Lean-Agile mindset and role of a Lean Portfolio Manager and will enable participants to:

- Describe Lean Portfolio Management (LPM)
- Connect the Portfolio to the Enterprise Strategy
- Establish the Portfolio Vision
- Implement Lean Budgeting and Guardrails
- Establish flow with the Portfolio Kanban
- Support Operational Excellence with an Agile Program management Office (PMO) and Communities of Practice (CoP)
- Coordinate Value Streams
- Measure LPM Performance
- Build a plan for LPM implementation.

✓ 3 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs



An extremely valuable side benefit of attending training onsite with PM-Partners is the sharing of experiences and war stories with other attendees. This course was no exception. Lots of great discussion and reflection on our experiences.

Matt Leonard | SAFe® Lean Portfolio Management

SAFe® for Teams

Overview

Scaled Agile Framework® (SAFe®) empowers complex organisations to achieve the benefits of Lean-Agile software and systems development at scale. SAFe is the world's leading framework for scaling agile across the enterprise. Used by hundreds of the world's largest organisations, SAFe sustains and drives faster time-to-market, dramatic increases in productivity and quality, and improvement in employee engagement.

Build the skills needed to become a high performing team member on an Agile Release Train (ART)—and learn how to collaborate effectively with other teams—by becoming a SAFe® Practitioner (SP). During this two day course, attendees gain an in-depth understanding of the qualities of high performing agile teams, the ART and how it delivers value, and what they can do to effectively perform their role using Scrum, Kanban, and XP.

Attendees also learn how to write stories and break down features, plan and execute Iterations, and experience a PI Planning event. Finally, attendees learn about

the Continuous Delivery Pipeline, the importance of a DevOps culture, how to effectively integrate with other teams on the ART, and what it takes to continuously improve.

Objectives

Upon completion of this course, you will be able to:

- Explain SAFe Agile Principles
- Plan Iterations
- Plan Program Increments
- Execute Iterations and demonstrate value
- Improve Agile Release Train processes
- Integrate and work with other teams on the Agile Release Train
- Perform as a member of an Agile Team on an Agile Release Train.



2 days



Prerequisites



Exam



PDUs & CPDs



Darryl and Terry were amazing. They kept the course interesting by giving real time examples. They also made it really enjoyable by keeping the course interactive. The exercises were well chosen and gave us in-depth knowledge of the concepts.

Sushma Mosali | SAFe® for Teams



Steve was an excellent trainer. He was knowledgeable and I liked the way he used real examples from his extensive experience to answer questions in a practical way. I'm looking at arranging a follow-up session.

Greg Cramer | SAFe® for Teams



Big Room Training programs

Big Room Training is an immersive and hands-on experience that drives both learning and team building for all the attendees. Participants will learn core foundational knowledge of the chosen topic which is reinforced through hands-on, fun and interactive learning activities.

These sessions can involve 50 to 120 attendees at a time, making this a high-impact event to energise and motivate your teams and drive capability uplift.

Project Management for Business

By increasing project management skills in the business, your organisation can react and drive change more effectively as your people understand the steps to project success and how they can contribute.

Business Agility

Building Business Agility awareness and skills enables your organisation to react quickly to change as your teams understand how to apply both the mindset and tools in their day-to-day roles.

Objectives and Key Results (OKRs)

Considering implementing an OKR framework? Get everyone upskilled quickly and effectively by learning how to create and align OKRs across teams and avoid common OKR implementation mistakes.

Your Topic

We develop bespoke one-day Big Room Training programs to lift the capability of your people across a range of topics.



Project, Programme & Change Management

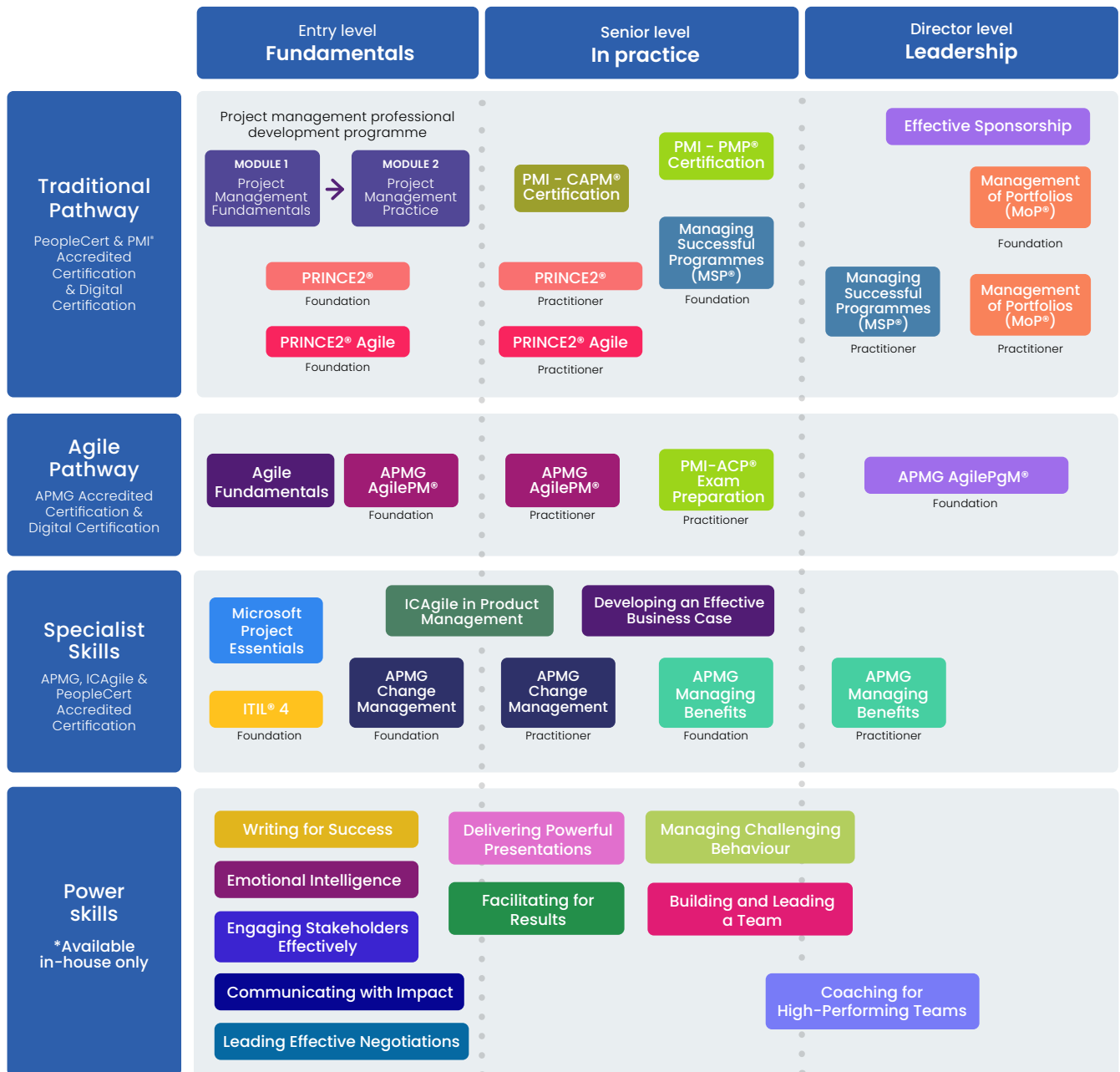


PPM professional development pathway

Project practitioners are expected to have a broad range of skills and knowledge of many of the popular methodologies offered by certification bodies so that they can apply the most effective techniques and practices to their projects.

The following pathway is designed to promote an understanding of a range of best practices that will enable professionals to optimise project delivery.

Project, Programme and Change Management development stream



Certified by:





Project Management Fundamentals

Overview

Industry research shows that a third of all projects are delivered late. To add to this, even more come in over budget or run past the original deadline, and 28% fail altogether. How you lead a project or perform in a project team can dictate the success or failure of each initiative or project that you are involved in, regardless of its size or complexity.

Our interactive course provides you with proven techniques, tools and processes to deliver projects within specification, on time and on budget.

The course is aligned with A Guide to the Project Management Body of Knowledge (PMBOK® Guide), current research and best practice industry standards. It also draws upon the extensive experience of PM-Partners' broad ranging and continuing involvement in assisting

organisations to achieve rapid results in project delivery capability.

Objectives

This course will provide participants with the essential knowledge and skills to both manage a project end-to-end, and/or be an effective and valuable member of the project team.

The course covers the fundamental steps in every project's life cycle and uses a real-life case study approach to follow a project from conception through to completion and final review.

The focus is on immediate and direct knowledge transfer to the workplace.

☒ 2 days ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs

Project Management in Practice

Overview

The mark of a truly successful project manager is how they think and behave in the face of the multitude of 'less-than-ideal' situations that they are destined to face almost every day of their project management lives. They accept full responsibility for a project's outcomes and assume the requisite authority to match. These high-performing project managers can strike a delicate balance of the following: analytical and critical thinking skills, superior communication, leadership, negotiation and facilitation skills, combined with a problem-solving, results-oriented focus.

This course has been designed with all the above in mind. With a range of best practice principles as its foundation, this course builds upon participants' existing skills and knowledge by way of a 'guided tour' through a series of real-life scenarios, problems and issues faced by project managers across the board.

Objectives

- Critically analyse and problem-solve within a project based on typical, real-life scenarios.
- Gain real-life skills for facing challenges they'll be faced with when managing projects.
- Build upon fundamental project management concepts.
- Apply effective interpersonal, leadership and communications skills that will help to appropriately engage and manage stakeholders throughout the life of a project.
- Collaborate and share experiences and knowledge with other practicing project managers.

☒ 3 days ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs



Certificate IV and Diploma assessment program

Experience based qualifications*

Once you have gained industry experience in Project Management, you may wish to pursue a nationally recognised, experience-based qualification. PM-Partners have selected Opportune Professional Development (RTO ID:60072) as our preferred provider of Nationally Recognised Qualifications. Opportune specialises in Experience Based Qualifications that make the achievement of a qualification streamlined and efficient for professionals wanting to have their previous learning and experience recognised with a qualification.

Please see the BSB40920 Certificate IV in Project Management Practice or BSB50820 Diploma of Project Management page of our website for more information.

ICAgile Certified Professional in Product Management (ICP-PDM)



Overview

The goal of Product Management is to create value for the organisation by solving problems for customers with products.

This course is designed to equip participants with the skills and knowledge to effectively manage products throughout their lifecycle, aligning product development with business objectives and customer needs.

Product Managers play a crucial role in bridging customer requirements with business goals, ensuring product offerings not only meet market demands but also contribute to the financial and strategic goals of the organisation.

The role of a Product Manager involves being a strategist, researcher, analyst, communicator and leader, adept at managing complex organisational and market challenges to guide products toward success.

On successful completion of this course, participants will be awarded the ICAgile Certified Professional – Product Management (ICP-PDM) certification.

Objectives

This Product Management course for ICP-PDM certification aims to develop proficient Product Managers capable of navigating the complexities of product lifecycle management.

This course will enable participants to:

- Understand the role and purpose of Product Management in an organisational context
- Conduct market analysis, customer research, and competitive analysis to identify product opportunities
- Craft and communicate a compelling product vision and strategy, aligned with the company's overall goals
- Strategically prioritise product ideas and development efforts to maximise value delivery using outcome-oriented roadmaps
- Explore various frameworks and methodologies for effective product lifecycle management, including design thinking, lean start up, continuous discovery, prototyping and designing experiments to test hypothesis
- Analyse and interpret product performance metrics, adjusting strategies based on these insights
- Explore different product team structures as the product moves through the product lifecycle.



3 days



Prerequisites



Exam



PDUs & CPDs



Overview

PRINCE2, firmly established as the world's most-practised method for project management, is globally recognised for delivering successful projects. PRINCE2 is practical and accessible and plays a vital role in ensuring that projects of any kind will lead to beneficial outcomes.

The real success of PRINCE2 lies in its compilation of proven best practices in project management taken from academics, business professionals, and consultants across the years. Since its creation, at least two million PRINCE2 exams have been sat in over 150 countries. This is a clear testament to the value of PRINCE2 to individuals all over the world.

These courses provide participants with a solid understanding of the PRINCE2 (7th edition) method covering the principles, themes and processes.

PRINCE2® Foundation

Objectives

- Key concepts relating to projects and PRINCE2.
- How the PRINCE2 principles underpin the PRINCE2 method.
- The PRINCE2 themes and how they are applied throughout the project.
- Prepare for the Foundation examination.

✓ 3 days
2 days (WKND) ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs

PRINCE2® Practitioner

Objectives

- Apply the PRINCE2 principles.
- Apply and tailor relevant aspects of PRINCE2 themes.
- Apply and tailor relevant aspects of PRINCE2 processes.
- Prepare for the Practitioner examination.

✓ 2 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs



Mark is a brilliant facilitator and the content was very well presented. I'm grateful for all the repetition and real project examples!

Cadienne Grimshaw | PRINCE2®



Manisha was fantastic! I cannot thank her enough for the 3-day crash course. She was the reason I passed the PRINCE2 Project Management Foundation exam.

Aaron Frumar | PRINCE2®



Michelle was a great trainer. She was thoroughly across the course content, and made sure that the whole class was on board every step of the way.

Luke van Ryn | PRINCE2®

Certified Associate in Project Management (CAPM)® Exam Preparation



Overview

CAPM® is a globally recognised certification that shows employers that you have the knowledge and experience to manage projects. As an essential step in building your career, it gives you a strong foundation in key project management skills.

Why get a CAPM® Certification

The project management industry is growing: by 2030, the global economy will grow from 90 million project professionals to 102 million in project-oriented roles.¹ With a CAPM® certification, you'll build a skillset that will help you successfully manage projects, large and small.

Our instructor-led CAPM® Exam Preparation course gets you ready for the CAPM® exam and teaches you the skills you need to work as a project manager.

¹ www.pmi.org/learning/thought-leadership/narrowing-the-talent-gap

Objectives

This course aims to prepare aspiring project practitioners for the task of passing the CAPM® certification exam. CAPM® certification validates student knowledge of project management best practices:

- The fundamentals of project management and the role of a project manager
- Predictive and agile project management practices
- Business analytics, procurement, communication, stakeholder, risk and resource management
- Project management environment and project iteration management
- Supporting the delivery of any project on schedule, on cost and budget, within scope, and on quality

☒ 4 days ☐ Prerequisites ☒ Exam ☒ PDUs & CPDs

Project Management Professional (PMP)® Exam Preparation



Overview

The Project Management Professional (PMP)® is the world's leading project management certification. If you are taking this course, you probably have some professional exposure to the duties of a project manager, or you may be considering embarking on a career in professional project management. Your ability as a project manager to demonstrate best practices in project management – both on the job and through professional certification – is becoming the standard to compete in today's fastpaced and highly technical workplace.

The PMP® certification, offered by the Project Management Institute (PMI)®, validates that you are skilled in managing projects across three key domains:

- **People:** emphasising the soft skills you need to effectively lead a project team in today's changing environment.
- **Process:** reinforcing the technical aspects of successfully managing projects.
- **Business Environment:** highlighting the connection between projects and organisational strategy.

This latest PMP® certification also has the benefit of validating your skills in all three project approaches: Predictive (Waterfall), Agile and Hybrid.

Our PMP® Exam Preparation will guide you through the process and study required to obtain this globally recognised certification.

Objectives

This course aims to prepare aspiring project practitioners for the task of passing the CAPM® certification exam. CAPM® certification validates student knowledge of project management best practices:

- The fundamentals of project management and the role of a project manager
- Predictive and agile project management practices
- Business analytics, procurement, communication, stakeholder, risk and resource management
- Project management environment and project iteration management
- Supporting the delivery of any project on schedule, on cost and budget, within scope, and on quality

☒ 5 days ☒ Prerequisites ☐ Exam ☒ PDUs & CPDs



Change Management

Overview

One of the challenges facing organisations today is how to modify the business through regular change initiatives, with minimum disruption and maximum gain. Research suggests that 70% of projects fail to secure their anticipated benefits because organisations install new systems, processes or practices, but fail to implement the change fully – people are not sufficiently equipped for or committed to, the new ways of working to sustain them.

Change Management Foundation

Objectives

- Understand how individuals are impacted by change and be able to develop strategies to help people through change.
- Develop insights into how organisations work, organisational culture and the models and processes of change.
- Understand the drivers of change, change governance and how to define a change vision.
- Learn about the stakeholder engagement process and how to develop suitable communications strategies and plans.
- Appreciate the impact of change on organisations, how to build momentum for change and sustain it.
- Understand the importance of defined change roles, and how to build and support an effective change team.

✓ 3 days
2 days (WKND) ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs

Change Management Practitioner

Objectives

The Practitioner course prepares participants to undertake and pass the Change Management Practitioner examination.

The Practitioner level qualification aims to measure whether the candidate has sufficient knowledge and understanding of the Change Management guidance to apply and tailor it to a given scenario situation.

The course also includes review, consolidation of concepts and exam questions for the Practitioner level certification.

✓ 2 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs

Sustainable Project Management PRISM™ Foundation

Overview

This foundational and knowledge-based certification is designed to provide participants with the necessary skills and expertise to deliver projects sustainably.

The GPM-b certification is the first of its kind, placing a strong emphasis on the importance of sustainable project management, offering participants the opportunity to improve the construct and delivery of goods and services produced as project deliverables, and use measurable standards to consider and account for environmental impacts throughout the project lifecycle.

As a GPM-b certified project manager, you will be able to demonstrate your in-depth knowledge and understanding of delivering projects using sustainable methodologies, setting yourself apart from other project managers in your field. You will be equipped with the necessary tools and resources to ensure your projects are conducted with the utmost sustainability, making a positive impact on the environment and the world around us.



Objectives

This course will enable participants to:

- Describe the importance of sustainability
- Understand the PRISM™ project lifecycle
- Develop an effective business case
- Perform a P5 Impact Assessment Analysis (P5IA)
- Develop a Sustainability Management Plan (SMP).

✓ 1 day ☐ Prerequisites ✓ Exam ✓ PDUs & CPDs

Management of Portfolios (MoP®)



Overview

This Management of Portfolios (MoP®) course approaches the management of change projects and programmes from a strategic viewpoint. It provides an overview of all change activities including what is in the portfolio, what it is costing, what risks are faced, what progress is being made, and what the impact is on business as usual and the organisation's strategic objectives. It also prepares candidates for the MoP Foundation and Practitioner certification.

MoP Foundation

Objectives

- The Portfolio Management cycles, practices and techniques and the organisational context within which they operate.
- Effective approaches to investment identification, categorisation, prioritisation and selection.
- How project and programme success can be enhanced by adopting a Portfolio perspective to delivery.
- Demonstrate sufficient knowledge and understanding to work as an informed member of a Portfolio Office or in a range of Portfolio Management roles.
- Consolidate learnings through practical activities and practice exam questions.

☒ 3 days ☒ Prerequisites ☒ Exam ☒ PDUs & CPDs

MoP Practitioner

Objectives

- The Practitioner course prepares participants to undertake and pass the MoP Practitioner exam. The Practitioner level qualification aims to measure whether the candidate has sufficient knowledge and understanding of the MoP to apply and tailor the MoP guidance and to analyse portfolio data, documentation and roles in relation to a scenario situation.
- Please note that the Practitioner course is an exam preparation course and focuses on the application of the Management of Portfolios to prepare candidates for the Practitioner examination.

☒ 2 days ☒ Prerequisites ☒ Exam ☒ PDUs & CPDs

Managing Benefits™



Overview

Benefits Management™ is a concept that many organisations today struggle with. Who should be accountable for benefits, including their realisation? Often benefits are seen as the domain of project management. It is not usually during the project that benefits are realised – generally it is after the project has been delivered, once the deliverables of that project have been embedded into the business and operational use that we hope to see benefits accruing. This course focuses on the management of benefits from change initiatives that are delivered via formalised project and programme management methods. Collectively these initiatives form the organisation's change portfolio.

Managing Benefits Foundation

Objectives

The Foundation course provides comprehensive instruction and hands-on practice to embed concepts and techniques presented. This course will enable participants to:

- Understand generally applicable guidance encompassing benefits management principles, practices and techniques
- Prepare for and sit the Managing Benefits Foundation examination.

☒ 3 days ☐ Prerequisites ☒ Exam ☒ PDUs & CPDs

Managing Benefits Practitioner

Objectives

The Practitioner course prepares participants to undertake and pass the PRINCE2 Portfolio Management Practitioner exam.

The Practitioner level qualification aims to measure whether the candidate has sufficient knowledge and understanding of the PRINCE2 Portfolio Management to apply and tailor the PRINCE2 Portfolio Management guidance and to analyse portfolio data, documentation and roles in relation to a scenario situation.

☒ 2 days ☒ Prerequisites ☒ Exam ☒ PDUs & CPDs



Microsoft Project Essentials

Overview

This powerful and practical course is facilitated by experts and is designed to provide participants with the essential knowledge and skills for planning, scheduling, tracking, controlling and reporting on their projects in Microsoft Project. These skills will be able to be put to immediate and practical use at the completion of the course, which refers to various source materials and draws upon the research and experience of PM-Partners' extensive involvement in managing projects.

Microsoft Project Essentials is a one day fast-paced and intensive course, which follows a case study (which may be customised to suit your project environment).

While designed for maximising productivity through the use of Microsoft Project as a tool, the course positions sound project management skills at its core.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs

Managing Successful Programmes (MSP®)



Overview

MSP 5th edition is an established best practice programme management framework, designed to align programmes and projects to organisational strategy and enable enterprise agility. MSP focuses on the delivery of outcomes of benefit, while mitigating risk and actively engaging stakeholders. MSP consists of a set of principles, themes, and processes that provide a clear roadmap for the programme lifecycle, including larger, more strategic, complex, or multiple projects.

MSP Foundation

Objectives

The Foundation course introduces the MSP method and terminology to ensure participants understand the guidance well enough to work in a team to deliver or manage a programme within an environment supporting MSP.

- Improve your mastery of best practice programme management.
- Establish appropriate programme governance structures that effectively control the work involved, thereby ensuring the creation of value.
- Design programmes using incremental cycles that allow for multimodal delivery.
- Effectively engage stakeholders by providing a clear vision and full transparency around the achievement of programme objectives and expected benefits.

☒ 3 days
2 days (WKND) ☒ Prerequisites ☒ Exam ☒ PDUs & CPDs

MSP Practitioner

Objectives

The Practitioner course prepares participants to take and pass the MSP Practitioner exam.

The Practitioner exam is intended to assess whether the candidate can demonstrate sufficient ability to apply and tailor the MSP framework.

A successful Practitioner candidate should, with suitable direction, be able to start applying the framework to a real programme but may not be sufficiently skilled to do this appropriately for all situations.

Their individual programme management expertise, the complexity of the programme, and the support provided for the use of MSP in their work environment, will all be factors that impact what the practitioner can achieve.

☒ 2 days ☒ Prerequisites ☒ Exam ☒ PDUs & CPDs



Richard kept it interesting and was very knowledgeable. He didn't rush ahead when someone had a question, he was attentive to their question and wouldn't move on without it being resolved.

I really liked this and found it an uncommon practice in previous training courses with other providers.

Ian Davie | Managing Successful Programmes



ITIL®4



ITIL® 4 Foundation



Overview

ITIL (Information Technology Infrastructure Library) is a widely accepted approach to IT Service Management (ITSM), which has been adopted by individuals and organisations across the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally.

ITIL supports organisations and individuals to gain optimal value from IT and digital services. It helps define the direction of the service provider with a clear capability model and aligns them to the business strategy and customer needs. ITIL provides comprehensive, practical and proven guidance for establishing a service management system, with a common glossary of terms for businesses using IT enabled services. The ITIL approach enables individuals and organisations that use IT to realise business change, transformation and growth.

ITIL 4, through its framework, helps organisations to connect and align different challenges that are relevant not only to

ITSM professionals, but also by a wider range of professionals working in the digital world. ITIL 4 expands on previous versions by providing a practical and flexible basis to support organisations on their journey to the new world of digital transformation.

Objectives

- Introduce you to the management of modern IT-enabled services.
- Provide you with an understanding of the common language and key concepts relating to ITIL.
- Show you how your organisation and your work can improve with the ITIL 4 guidance.
- Prepare for the ITIL 4 Foundation exam.



2 days



Prerequisites



Exam



PDUs & CPDs

ITIL® 4 Specialist: Create, Deliver and Support



Overview

The ITIL® 4 Specialist: Create, Deliver and Support (CDS) certification is a module that focuses on the core service management activities with a particular emphasis on the 'creation' of services. It represents an expansion of the ITIL framework to encompass the entire lifecycle of services, including their design, development, delivery and ongoing support.

This certification is designed for IT practitioners and leaders involved in the design, development, deployment and monitoring of digital products and services. It equips professionals with the necessary knowledge and skills to effectively create, deliver and support services to meet agreed-upon levels of quality and customer satisfaction.

Objectives

- Enhance current processes.
- Efficiently lead IT teams.
- Streamline value streams and workflows.
- Harmonise digital services with business strategy.
- Enhance the development of services.
- Incorporate novel technologies and embrace Lean, Agile, and DevOps methodologies.



40 questions



Multiple choice



28 out of 40 marks required to pass (70%)



90 minutes



Closed book



I have never been to a training session or course that has been this engaging. A big thanks to Mark Plowman – he is extremely knowledgeable and articulate and gave many analogies and examples, which ensured the content was easy to understand, and all his dad jokes made the two days super fun. I would highly recommend everyone else to attend Mark's ITIL training.

Jessica Yan | ITIL Foundation

ITIL® 4 Specialist: Drive Stakeholder Value



Overview

The ITIL® 4 Specialist: Drive Stakeholder Value certification is a module designed for IT professionals seeking to excel in fostering strong relationships with stakeholders to co-create value. This certification focuses on the critical role of IT in managing customer journeys, experiences, and expectations to ensure the delivery of exceptional services.

In today's business landscape, the success of IT services heavily relies on understanding and fulfilling customer needs and expectations. This module equips IT practitioners with the knowledge and skills needed to build and maintain positive relationships with stakeholders, which is vital for driving customer satisfaction and business success.

Objectives

- Efficiently handle essential stakeholders.
- Establish reliable partnerships.
- Influence customer demand.
- Integrate efficient design thinking.
- Enhance user experience and customer satisfaction.

- ☒ 40 questions
- ☒ Multiple choice
- ☒ 28 out of 40 marks required to pass (70%)
- ☒ 90 minutes
- ☒ Closed book

ITIL® 4 Specialist: High-velocity IT



Overview

The ITIL® 4 Specialist: High-velocity IT certification is a module that delves into the functioning of digital organisations and digital operating models in high-velocity environments. As technology and digitalisation continue to advance rapidly, organisations must adapt and operate at a high velocity to remain competitive and meet customer demands.

This certification is designed for IT managers and practitioners who work in digital or highly automated environments, as well as those involved in delivering digital products and services. It is particularly relevant for individuals engaged in digital transformation initiatives and those transitioning to Lean, Agile, or DevOps ways of working.

Objectives

- Align business and IT objectives.
- Identify and oversee intricate adaptive systems.
- Close the gap between development and operations.
- Enhance efficiency using Lean, Agile and DevOps.
- Accelerate service delivery while maintaining quality.
- Embrace digital tools and methodologies to generate value.

- ☒ 40 questions
- ☒ Multiple choice
- ☒ 28 out of 40 marks required to pass (70%)
- ☒ 90 minutes
- ☒ Closed book

ITIL® 4 Strategist: Direct, Plan and Improve



Overview

The ITIL® 4 Strategist: Direct, Plan and Improve certification is a module that equips professionals with practical skills to establish a learning and continuously improving IT organisation, underpinned by a robust and effective strategic direction. This module is specifically designed for individuals who are responsible for aligning their team's objectives with the overall organisational strategy. It also offers guidance on integrating a culture of continual improvement within the organisation.

Objectives

- Lead and oversee successful organisational change.
- Foster a culture of ongoing enhancement.
- Enable streamlined decision-making processes.
- Assist in change management efforts.
- Reduce disruptions to a minimum.
- Promote innovation while adhering to compliance requirements.

- ☒ 40 questions
- ☒ Multiple choice
- ☒ 28 out of 40 marks required to pass (70%)
- ☒ 90 minutes
- ☒ Closed book

ITIL® 4 Leader: Digital and IT Strategy



Overview

The ITIL® 4 Leader: Digital and IT Strategy certification is a module that offers comprehensive guidance on formulating a compelling digital vision and shaping effective IT and business strategies. This module is designed to provide valuable insights and skills for leaders at various levels within organisations, including directors, department heads, and those aspiring to executive roles.

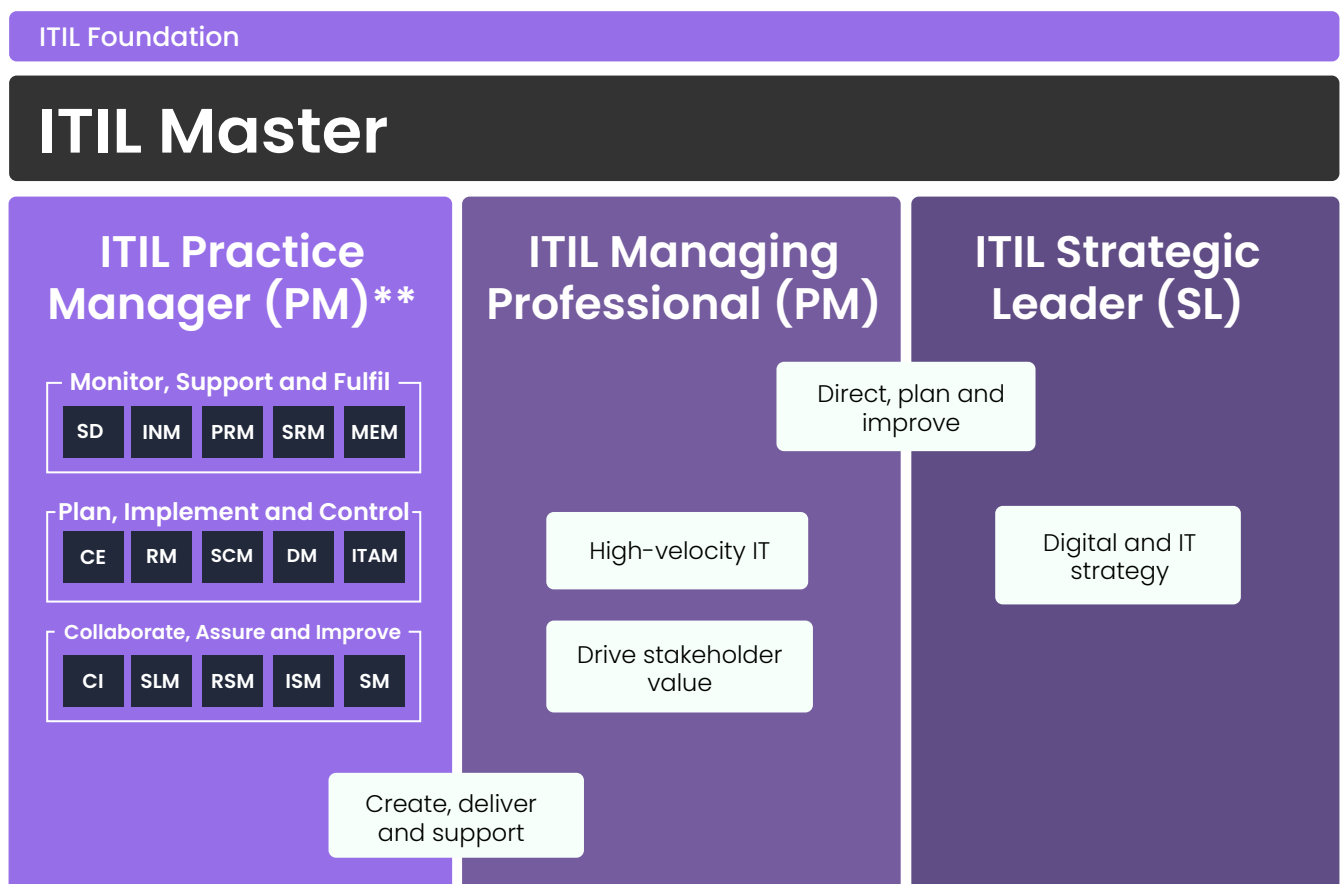
In today's fast-paced and digitally driven landscape, having a well-defined digital vision and aligned IT and business strategies is critical for an organisation's success. This certification equips leaders with the knowledge and tools necessary to navigate the complexities of digital transformation, exploit technology's potential, and optimise IT services to achieve business objectives.

Objectives

- Formulate a digital strategy that spans across multiple organisational units.
- Create a clear and inspiring digital vision for the organisation.
- Implement measures to achieve operational excellence in digital endeavours.
- Swiftly adapt to digital disruptions in the industry.
- Foster a sustainable business model in the digital landscape.
- Strategically address and manage risks associated with digital initiatives.
- Cultivate and develop digital leaders to lead the organisation in the future.

- ✓ 30 questions
- ✓ Multiple choice
- ✓ 21 out of 30 marks required to pass (70%)
- ✓ 60 minutes
- ✓ Closed book

ITIL 4 certification scheme



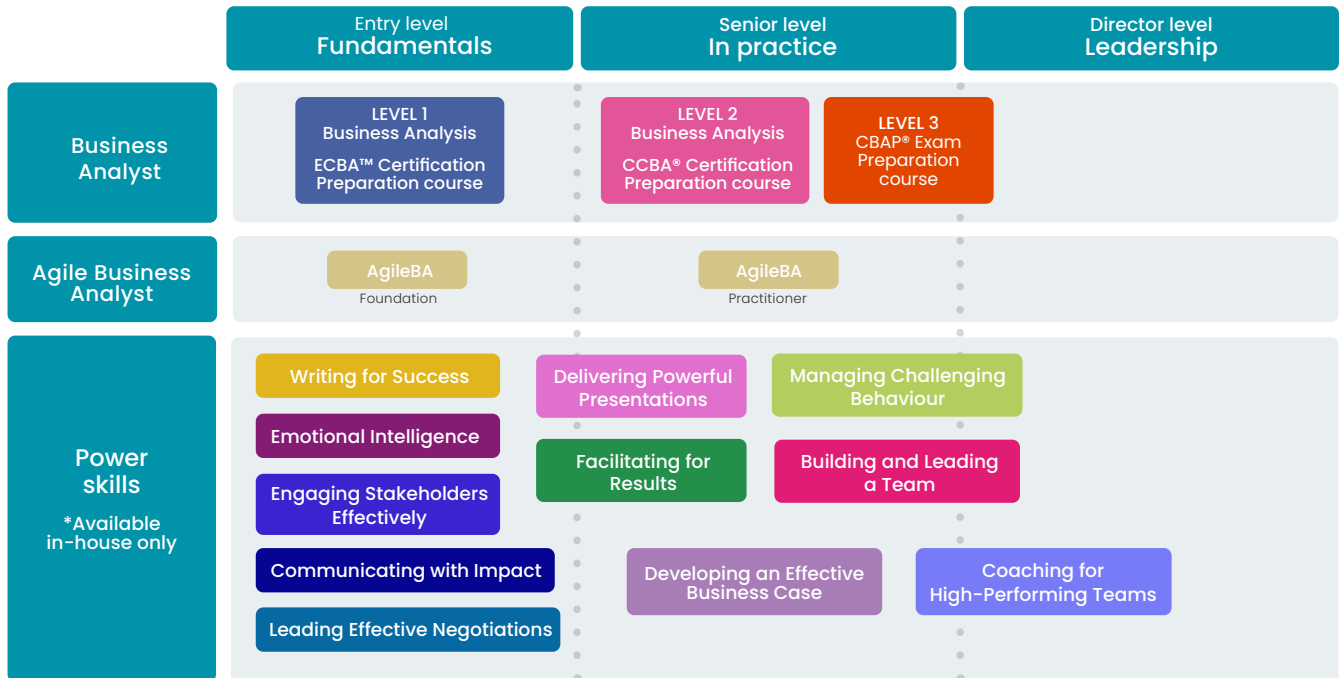
Business Analysis



Business Analysis professional development pathway

Demand for business analysis capabilities within organisations is growing exponentially and PM-Partners offers a learning pathway that delivers both core and supporting skill development.

Business Analysis development stream



Certified by:



Agile Business Analysis (AgileBA®)



Overview

The Business Analyst (BA) is a critical role within an agile project team and with more and more organisations adopting agile approaches, BAs performing this crucial role need to have the necessary skills and expertise. Despite this, there has been little in the way of detailed best practice guidance that directly addresses the role, responsibilities and skills of the Agile Business Analyst.

The guidance is based on the DSDM® (Dynamic System Development Method) Agile Project Framework, an approach which defines the role of the project-based Business Analyst in relation to business, development and testing roles at all levels. However, the guidance goes deeper, with many generic and popular agile techniques also included.

AgileBA Foundation

Objectives

The Foundation course provides comprehensive instruction and hands-on practice to embed concepts and techniques presented.

- Adopt an agile approach and philosophy.
- Work in line with DSDM philosophy and principles.
- Work effectively with key stakeholders to elicit and manage requirements for incremental solution delivery.
- Prepare for and sit the AgileBA Foundation examination.

✓ 3 days ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs

AgileBA Practitioner

Objectives

The Practitioner level qualification measures whether the candidate has sufficient knowledge of the AgileBA guidance to apply and tailor it to a given scenario.

The Practitioner course builds on the Foundation course, providing additional depth of understanding through a review of Foundation material, consolidation of concepts, and sample exam questions for the Practitioner certification. This course focuses on preparing for the Practitioner exam.

✓ 1 day ✓ Prerequisites ✓ Exam ✓ PDUs & CPDs

Business Analysis Fundamentals



Overview

Business strategy execution depends upon developing and implementing solutions that provide demonstrable value to an organisation. Optimal value however can only be realised when solutions are based on precise requirements that fully address an issue or opportunity within the context of the 'whole organisation and environment'.

Our three-day interactive and practical course provides you with proven tools, techniques and processes to help deliver solutions that satisfy stakeholder requirements and deliver expected benefits to the organisation.

Aligned with A Guide to the Business Analysis Body of Knowledge (BABOK Guide), current research, and best practice industry standards, this course enables business analysts to effectively undertake their role and to gain an appreciation of the knowledge areas required for the Entry Level Certification in Business Analysis (ECBA) certificate.

Objectives

This course provides participants with the fundamental knowledge of the processes and disciplines that enable the delivery of objective requirements that add maximum value to an organisation.

By combining a practical and pragmatic approach to business analysis, aligned with industry standards, this course will provide you with the opportunity to prepare for the International Institute of Business Analysis (IIBA) industry certification ECBA.

Using real-life scenarios will develop your skills, enabling you to put into practice tasks and techniques that allow you to gain general knowledge and practical experience.

☒ 3 days ☒ Prerequisites ☐ Exam ☒ PDUs & CPDs



The trainer was excellent, well prepared and brought in his own experience to really add value to a great course.

Adrian de Bear | BA Fundamentals

Business Analysis in Practice



Overview

The spotlight is well and truly on designing solutions that deliver the most value to an organisation. Not only does a solution need to satisfy project objectives and stakeholder requirements, but it also needs to contribute to the realisation of business goals and organisational strategy.

The Business Analyst (BA) role is therefore critical as organisations rely on BAs to ensure delivered solutions are aligned with organisational strategy, and that implemented solutions realise their full value through the removal of any limiting factors related to organisational or technical factors.

Our Business Analysis in Practice course provides practitioners with an in-depth opportunity to develop and evaluate solution requirements that encompass organisational and environmental factors such as business processes, systems and organisational culture.

Aligned with A Guide to the Business Analysis Body of Knowledge (BABOK Guide) V3, this course builds upon participants' existing skills and knowledge by way of

a guided tour through a series of real-life scenarios, problems and issues faced by Business Analysts today.

Objectives

This course provides participants with a standardised and systematic approach for eliciting, analysing and managing business requirements that form the basis for successful solutions delivered to the organisation.

It uses a real-life case study approach to plan, manage and execute a detailed requirements development process, to successfully manage stakeholders, and to reduce organisational risk by understanding the impact of change across the business.

This course builds on information covered in our BA Fundamentals course. The focus of BA in Practice is to practically apply a range of techniques to common analysis activities.

☒ 3 days ☒ Prerequisites ☐ Exam ☒ PDUs & CPDs



Mark is an amazing trainer. He not only knows the coursework but delivers it in an interesting way – using his humour to keep his audience engaged! Content is on point and I love the activities which gave us a chance to practice and have feedback on each technique.

Stef Ko | Business Analysis in Practice



Agile Analysis Certification (IIBA®-AAC) Exam Preparation



Overview

The Agile Analysis Certification (IIBA®-AAC) meets the increasing demand for collaboration between agile and analyst communities to improve delivery. This course offers comprehensive knowledge of agile analysis techniques, enhancing your ability to contribute effectively to agile initiatives. Your capability to integrate agile methodologies with business analysis will lead to more successful outcomes whilst your deeper understanding of agile principles will help you promote better collaboration and communication within agile teams. From an organisational perspective, this enhanced capability will lead to increased business benefits, such as higher returns through improved efficiency in delivering products and projects, reduced risks, and better alignment with business goals.

☒ 3 days ☒ Prerequisites ☐ Exam ☒ PDUs & CPDs

Objectives

This course will enable participants to:

- Apply agile analysis principles: Gain a solid understanding of agile values, principles, and mindset, and how they apply to business analysis
- Apply agile techniques: Learn to use various agile analysis techniques effectively within an agile environment
- Adapt to changes: Develop the agility to quickly respond to stakeholder demands and changes, ensuring your products and projects remain relevant and deliver value
- Enhance collaboration: Improve collaboration and communication within agile teams, fostering a more cohesive and productive work environment
- Support continuous improvement: Learn how to implement continuous improvement practices to enhance team performance and delivery results
- Prepare for the IIBA®-AAC exam.

CBAP® Certification Exam Preparation (Level 3)



Overview

The International Institute of Business Analysis (IIBA) has launched a certification program to globally recognise professionals in the field of business analysis. The multi-tiered program recognises Business Analyst Professionals who can demonstrate knowledge, skill, ability and their support of the growth of the profession.

Our intention is not to teach participants how to perform Business Analysis tasks or produce Business Analysis deliverables, but to guide you through the certification process, and prepare you for the Certified Business Analysis Professional (CBAP) exam.

PM-Partners 5-day certification program provides participants with the required 35 Professional Development Hours for the CBAP Application process. Our course also provides participants with an approach to studying for the CBAP exam.

☒ 5 days ☒ Prerequisites ☐ Exam ☒ PDUs & CPDs

This course has been developed by a team which includes a founding member of the IIBA, who now serves as the Chair of the IIBA NSW Chapter.

Objectives

A key benefit of this combined offering includes practical study tips that range from participating in study groups, use of flash cards and undertaking sample exam questions.

The course focuses on creating the appropriate mindset required to understand and deal with the situations presented by exam questions, as well as how to critically analyse the practices, tools and techniques required (and expected) of empowered Business Analysts in the global marketplace. Candidates at a CBAP level are encouraged to approach their exams in a similar fashion and prepare strategies for successful attainment of their desired credential.

Project Management Offices (PMO)

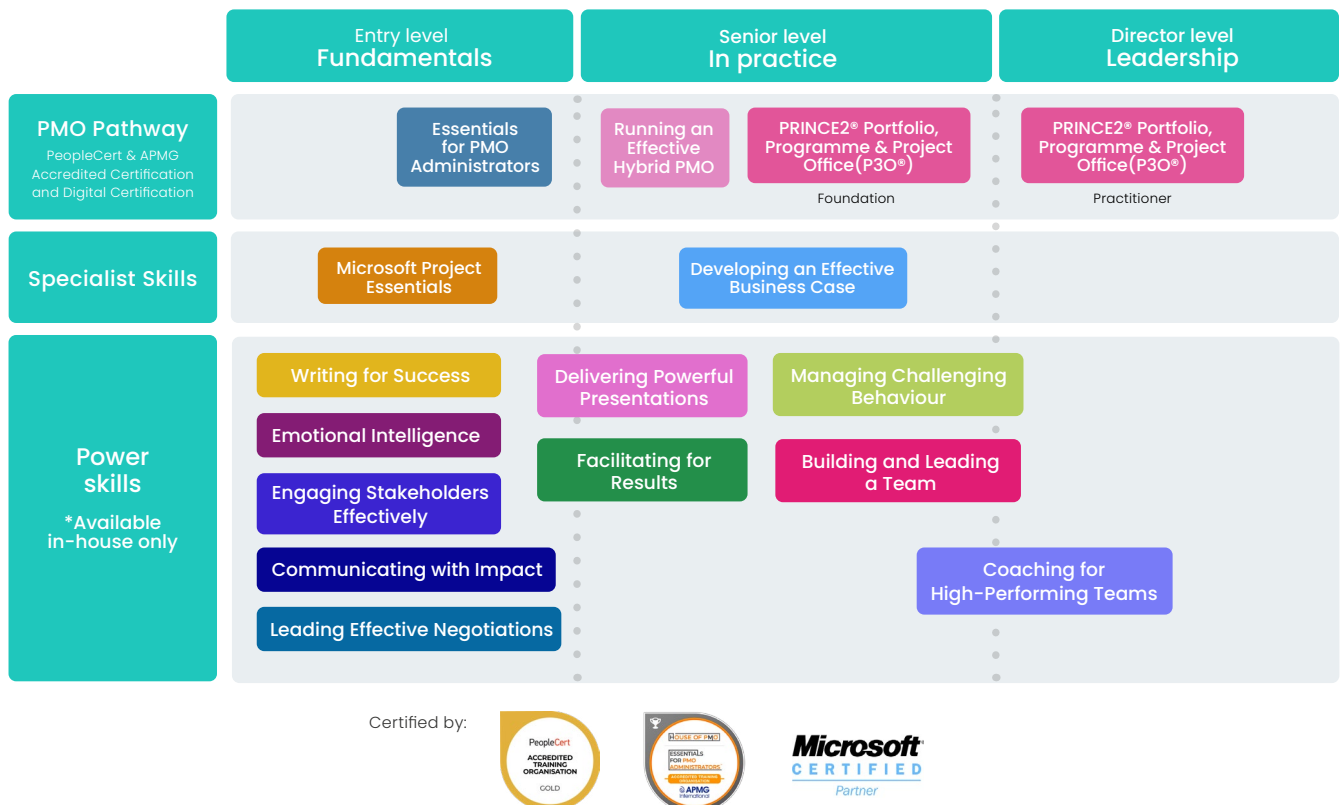


PMO professional development pathway

The value of a PMO does not lie in the number of processes it has established but in how much it contributes to the improved delivery of projects and the organisational benefits derived from projects.

Our PMO courses provide essential knowledge for the modern day PMO professional and promote an understanding of a range of best practices that will enable professionals to optimise performance.

PMO development stream



Essentials for PMO Administrators™

Overview

Learn the core principles of Project Management and how to use these within the context of a Project Management Office (PMO).

In a world where businesses are expected to be adaptable, projects are key, resulting in the exponential growth of the project management profession and increased demand for PMO support roles. In this three-day course, you will learn the fundamental knowledge and competencies needed to excel in these in-demand support roles.

Essentials for PMO Administrators Training and Certification is designed for beginners, to provide an introduction to Project, Programme and Portfolio Management (P3M), within the context of a Project Management Office. This course delves in the four key roles within a PMO and reveals what it takes to be successful in a support role.

Objectives

This course will enable participants to:

- Learn essential Project, Programme and Portfolio Management principles and terminology
- Discover the four key roles in a Project Management Office: Administrator, Analyst, Manager, and Director
- Explore the responsibilities, knowledge, skills, and behaviour needed to be a successful PMO Administrator. This includes understanding the core and essential delivery support requirements in change control, financial management, information management, issue management, reporting (insights analysis), and risk management.



3 days



Prerequisites



Exam



PDUs & CPDs

ESSENTIALS
FOR PMO
ADMINISTRATORS™

Running an effective Hybrid PMO

Overview

As agile delivery methods gain popularity at Portfolio, Program and Project Team levels in all sizes of organisations, the relevance of a traditional PMO has been called into question. However, consider the fundamental role of a PMO: to protect the investments that an organisation makes in strategic initiatives and projects to ensure the best possible value/ outcomes are achieved. This is done via a series of frameworks and controls that provide appropriate rigour for the delivery method applied and ultimately provide input into key decision-making by executives.

Most organisations use a blend of predictive (e.g. waterfall) and agile (e.g. Scrum, SAgile®) approaches to deliver initiatives. Today's PMO must therefore be able to support a range of delivery approaches and will need to strike the right balance between having a clear governance structure and oversight, and

allowing teams the flexibility to innovate, with a consistency of language.

Objectives

This course aims to:

- Provide a practical guide for PMO Practitioners who are introducing agile to the delivery environment, or those wanting to uplift delivery outcomes in a hybrid delivery environment (that supports both predictive and agile delivery teams)
- Outline a number of changes that PMOs will need to make when moving to a hybrid environment, along with a series of techniques and approaches that can be applied to achieve improvements both in the PMO and in the delivery community.

☒ 2 days ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs



PRINCE2® Portfolio, Programme & Project Offices (P3O®)

Overview

The P3O model provides a decision and delivery support structure for enabling change within an organisation. This may be provided through a single permanent office, such as the Portfolio Office, Centre of Excellence, Enterprise or Corporate Programme Office. Alternatively, it may be provided through a linked set of offices (portfolio office, programme offices, project offices).

P3O is aligned with PRINCE2 Project Management and PRINCE2 Programme Management and blends in one place a set of principles, processes and techniques to facilitate effective portfolio, programme and project management through enablement, challenge and support structures. These structures bridge the gap between the strategy and policy makers, and the delivery arm of the organisation.

P3O® Foundation

Objectives

The Foundation course aims to certify participants in P3O Foundation Level and enable them to demonstrate a good understanding of the programme and project support office functions, acting as an informed member of a P3O.

Overall, the course assists in developing an appreciation of the issues and challenges that face Programme and Project Managers.

☒ 3 days
2 days (wknd) ☐ Prerequisites ☒ Exam ☒ PDUs & CPDs



P3O® Practitioner

Objectives

The Practitioner course prepares participants to undertake and pass the P3O Practitioner Exam. The Practitioner level qualification aims to measure whether the candidate has sufficient knowledge and understanding of the P3O guidance to apply and tailor it to a given scenario situation.

The course includes review, consolidation of concepts and exam questions for the Practitioner level certification. Please note that the Practitioner course is an examination preparation course and focuses on the application of P3O to prepare candidates for the Practitioner examination.

☒ 2 days ☒ Prerequisites ☒ Exam ☒ PDUs & CPDs



Training content was spot on – very relevant for my current and future role.

Andrew Rumley | PRINCE2 Portfolio, Programme & Project Offices (P3O®)

Generative AI





Generative AI for Project Managers & Project Teams

Overview

The Generative AI for Project Managers and Project Teams course offers a dynamic, hands-on learning experience designed to integrate AI tools into project management practices. Participants will actively engage in practical exercises, using prompts to navigate real-world project management scenarios and case studies. This approach ensures that learners not only grasp theoretical concepts but also apply them effectively to solve practical challenges.

Throughout the course, attendees will work directly with various AI tools to streamline project workflows, enhance decision-making, and refine their prompt engineering skills. By immersing themselves in interactive exercises, participants will gain valuable insights into managing AI-driven projects and achieving efficient results. This practical focus will help project managers and their

teams become adept at leveraging AI to handle complex tasks, allowing them to focus on strategic aspects and drive project success.

Objectives

- Use AI to complete selected project management tasks and generate fit-for-purpose information for input to project management artefacts.
- Explain key AI concepts, including commercial considerations when using AI.
- Use standard techniques for writing effective prompts.
- Identify how AI can help complete common project tasks.

☒ 1 day ☒ Prerequisites ☐ Exam ☒ PDU's & CPDs

Generative AI for Business Analysts

Overview

The Generative AI for Business Analysts course offers a dynamic hands-on learning experience designed to integrate AI tools into business analysis activities. Participants will engage in practical exercises using AI prompts to navigate real-world business analysis scenarios and case studies. This approach ensures that learners not only grasp theoretical concepts but also apply them effectively to solve practical challenges related to data analysis, requirement gathering, and stakeholder communication.

Throughout the course, attendees will work directly with AI tools to streamline analytical tasks, enhance decision-making, and refine their prompt engineering skills, helping business analysts leverage AI for greater efficiency and accuracy.



Objectives

- Use AI to complete selected business analysis tasks and generate fit-for-purpose information for input to business analysis artefacts.
- Explain key AI concepts, including commercial considerations when using AI.
- Use standard techniques for writing effective prompts.
- Identify how AI can help complete common business analysis tasks, such as elicitation and research, requirement documentation, and stakeholder communication.

☒ 1 day ☒ Prerequisites ☐ Exam ☒ PDU's & CPDs



I really enjoyed this well presented and informative course. It was broken up nicely and gave us a good opportunity to practice our skills.

Jenny Allen | Generative AI for Project Managers & Project Teams

Generative AI is the game-changer you need to lead with confidence in today's fast-paced world. In our courses, you'll learn how AI can help you streamline decision-making, unlock new insights, and drive impactful change faster and smarter.

Generative AI for Change Managers & Change Teams

Overview

This one-day, hands-on course empowers Change Managers and their teams to leverage Generative AI (GenAI), such as ChatGPT, to enhance change management activities. Participants will explore how to craft effective AI prompts tailored to change initiatives, including stakeholder engagement, risk management, communication and training. By focusing on practical applications, the course builds expertise in integrating GenAI tools into key phases of change management, improving efficiency and decision-making. Participants will leave with a personalised toolkit of tested prompts, strategies for ethical AI use, and practical insights to drive successful change initiatives.

Objectives

By the end of this course, participants will be able to:

- Understand the foundational concepts of Generative AI and its applications in change management

- Develop effective prompts to assist with stakeholder analysis, communication planning, and resistance management
- Use GenAI to streamline the creation of change-related deliverables, including risk logs, stakeholder maps, and training materials
- Apply GenAI techniques to craft customised communication and engagement strategies for diverse audiences
- Navigate ethical considerations and organisational guidelines when incorporating AI into change practices
- Gain hands-on experience in creating AI-assisted solutions for real-world change management challenges.



1 day



Prerequisites



Exam



PDUs & CPDs



Generative AI for Agile Teams & Leaders

Overview

This one-day practical course equips agile teams, Scrum teams, and agile leaders with the skills to harness Generative AI (GenAI), such as ChatGPT, to enhance agile practices and team performance. Participants will learn to craft effective AI prompts to support sprint planning, backlog refinement, user story creation, and retrospectives. By focusing on real-world applications, the course empowers participants to streamline workflows, improve collaboration, and enhance decision-making within agile frameworks. Attendees will leave with a curated toolkit of prompts and techniques to integrate AI seamlessly into agile environments, enabling faster delivery and continuous improvement.



1 day



Prerequisites



Exam



PDUs & CPDs

Objectives

By the end of this course, participants will be able to:

- Understand Generative AI fundamentals and their relevance to agile methodologies
- Develop prompts to assist with key agile practices, such as backlog prioritisation, sprint planning, and creating user stories
- Use GenAI to enhance team collaboration during retrospectives and refine agile artifacts like roadmaps and release plans
- Craft AI-assisted solutions for improving team performance, stakeholder communication, and incremental delivery
- Apply ethical guidelines and best practices for using AI in agile workflows
- Gain hands-on experience in leveraging GenAI to drive efficiency and innovation within agile frameworks.



Leadership





ICAgile Certified Professional in Agile Coaching (ICP-ACC)

Overview

The goal of agile coaching is to help individuals, teams, and organisations establish and improve agile practices and frameworks, while embedding core agile values and mindsets. Agile coaches enable the optimisation of agile ways of working and the scaling of agile practices to ensure effective outcomes at a team and organisation level. The role of an agile coach is varied. The coach is a guide, a catalyst, a champion for change, a servant leader, and a resolver of conflicts and issues. Effective coaches have a wealth of practical experience to draw on as they teach, mentor, coach, or facilitate agile teams to achieve exceptional results. On successful completion of this course, participants will be awarded the ICAgile Certified Professional – Agile Certified Coaching (ICP-ACC) certification.

Objectives

This Agile Coaching course for ICP-ACC certification focuses primarily on the mindset, roles, and responsibilities

of an agile coach when coaching the team as a whole, or individual team members.

This course will enable participants to:

- Differentiate between and among mentoring, facilitating, consulting, teaching and coaching
- Gain skills needed to create a safe environment for meaningful collaboration and healthy conflict resolution within an agile team
- Lead a meaningful coaching conversation and mentoring session
- Create a lesson plan for teaching core agile concepts
- Understand how to identify and improve team performance levels. These course objectives are drawn from ICAgile's Agile Coach Learning Objectives (ICP-ACC Track).

☒ 3 days ☒ Prerequisites ☐ Exam ☒ PDUs & CPDs

Effective Sponsorship Capability Uplift Program

Our Sponsorship Masterclass program is designed to uplift an organisation's sponsorship and broader delivery capabilities. Led by an expert PM-Partners facilitator, this half-day session provides a down-to-earth overview of best practice, supported by case studies and learnings from in-the-field experience.

The format allows participants to meet experts, collaborate with peers, ask questions and gain insights in a short timeframe, giving them practical skills and concepts they can immediately apply back in the workplace. We recommend complementing the masterclass forum with 1:1 pre- and post-connect sessions – this enhances the experience, allowing the facilitator

to tailor the workshop and reinforce the application of key principles after the initial training to deliver a comprehensive sponsor capability uplift program.

Who should attend?

Our masterclass is most suited to executives, sponsors of projects, steering committee members, project managers, practitioners and senior managers. Participants are limited so we can ensure a personalised, interactive learning experience that delivers actionable results for your organisation.

☒ 1/2 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs

Pre-connect

Tailored approach

Masterclass

Follow-on recommendations

Post-connect



Darryl and Terry were amazing. They made the course interesting and enjoyable by using real-time examples and keeping the course interactive. The exercises were well chosen and provided in-depth knowledge of the concepts.

Sushma Mosali | SaFe® for Teams



Steve was an excellent trainer. He was knowledgeable and I liked the way he used real examples from his extensive experience to answer questions in a practical way. I'm looking at arranging a follow-up session with Steve on the PM course.

Greg Crameri | SaFe® for Teams

Certified Agile Leader® 1 (CAL 1™)

Overview

CAL 1 is a Scrum Alliance certification course for anyone who wants to impact an organisation's journey to resiliency and success. By leading with agile skills like collaboration, team empowerment, adaptability and continuous improvement, you'll be prepared to mentor teams to create the best products, solve enterprise-level problems, and produce outcomes that directly affect your organisation's ability to thrive.

Once you complete CAL 1, you'll earn a certification and badge to showcase your validated competency and commitment to agile leadership.

Take CAL 1 to:

- Navigate rapidly changing environments
- Explore the mindset shifts required to be an agile leader
- Discover new agile leadership skills
- Discover how to create and lead innovative, responsive teams
- Support an organisation's agile transformation.

After completing CAL 1, you'll be equipped to positively influence organisational and team structures to thrive in an unpredictable and complex world. You'll also have a widely recognised certification to demonstrate your agile leadership capabilities.

Benefits

Leaders today are striving to stay on top of rapidly changing business needs and must recognise rapid adaptation as critical to their success. You are now required to shift the way you think about your role as a leader, your relationship with your employees, and the culture of your organisation. CAL 1 is a deep dive that will challenge you to expand your capabilities, your mindset, and your leadership toolkit.

CAL 1 is a masterclass in leadership that is designed for today's enterprises. With a live virtual or in-person format, CAL 1 provides the opportunity to connect with other people in leadership roles to grow and evolve your own knowledge. For those seeking to expand their leadership skills, develop and lead teams more effectively, and manage organisational change, this course provides the skills and guidance needed to do so.

Objectives

The Certified Agile Leader® 1 (CAL 1™) course focuses on developing leadership skills for navigating today's complex work environments. Learning objectives are categorised into four key areas:

- The case for agile leadership: Understand the benefits and mindset shifts required for effective agile leadership. Explore how agile leadership contrasts with traditional approaches and addresses modern challenges
- Agile leadership in action: Learn and apply leadership frameworks to enhance personal effectiveness and develop critical leadership skills to grow team competencies
- Leading agile teams: Discover tools and techniques to build and sustain high-performing teams, address challenges, and foster cross-functional collaboration
- Leading agile organisations: Examine the interplay of culture, structure, and leadership in driving organisational agility and guiding change effectively.

This practical, action-oriented course equips leaders with frameworks and skills to foster agility across teams and organisations.

☒ 2 days ☒ Prerequisites ☐ Exam ☒ PDUs & CPDs

This course is delivered by: **Sam Bowtell, CST**



Agile for Leaders

Overview

The Agile for Leaders course is a comprehensive guide for leaders transitioning to or enhancing agile practices within their organisations. It emphasises understanding agile principles, cultivating an agile mindset, and fostering collaboration, psychological safety, and decentralised decision-making. The course highlights key leadership behaviours to support agility, such as servant leadership and creating customer-centric visions. Participants will learn practical tools, including prioritisation techniques, iterative development, and retrospectives, to improve team performance and deliver value incrementally. The material also explores Lean principles, systems thinking, and strategies for overcoming organisational impediments to agility.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs

Objectives

The course aims to empower leaders to drive agile adoption effectively by:

- Explaining agile concepts and their organisational benefits
- Demonstrating leadership practices that foster agility, such as servant leadership and collaborative team building
- Teaching tools like roadmaps, vision boxes, and user story mapping to enhance product planning and communication
- Highlighting methods for optimising performance through iterative development, Lean concepts, and resolving impediments
- Enabling leaders to create environments where agile teams can thrive by promoting psychological safety, decentralising decisions, and embracing continuous improvement.

Cyber Security for Business Leaders

Overview

Cyber security is now a top priority and a prominent topic in boardroom and management discussions. Business leaders are compelled to immerse themselves in the nuances of cyber risk, domains, imminent threats, and incident response tactics to adeptly navigate and neutralise cyber threats. Making well-informed decisions to safeguard organisational boundaries and data necessitates a robust grasp of cyber security essentials. This course is designed to equip contemporary non-cyber security leaders with the knowledge necessary to establish, oversee, and contribute to security objectives and a strong security culture. The participants will be versed in recognising the importance of cyber threats and vulnerabilities and gain insights into how adversaries exploit human and systemic weaknesses to breach organisational security. In four hours, leaders will be part of a discussion into cyber security functions and challenges, then finish the course with enhanced strategic decision-making insights, and the ability to talk a little cyber-tech. With an enriched understanding of the multifarious cyber security landscapes, leaders are equipped to ask pertinent questions, assess reporting metrics, and provide informed feedback post incident. Leadership in cyber security for non-cyber leaders isn't founded on technical comprehension. It fundamentally relates to effectively managing challenges and to shaping a culture.

Objectives

This course will enable participants to:

- 1. Recognise and understand cyber threats and vulnerabilities** – Gain a comprehension of the common types of cyber threats and vulnerabilities, and how adversaries may exploit weaknesses in people and systems to harm an organisation.
- 2. Make informed strategic decisions** – Armed with greater insights into the multifaceted realms of cyber security, leaders will be able to ask pertinent questions, assess reporting metrics, and provide appropriate feedback to improve security activities.
- 3. Communicate effectively with security professionals** – Know the terminology and speak the same language as the passionate cyber security professionals with empowerment to confirm, challenge, and contribute to effective security solutions.
- 4. Cultivate trust and strength through culture** – Develop an environment of collaboration by understanding the challenges presented across an organisation and its cyber security objectives. This will nurture trust by fostering a positive relationship across functions that accelerates the development and implementation of robust security protocols. Acknowledging these complexities will guide leaders in how to be agents of change, advocating for innovative solutions to better protect the organisation.

☒ 1/2 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs

Specialist



Developing an Effective Business Case

Overview

Business strategy execution depends upon developing and implementing the best solution. Success however, relies upon basing the solution on the right requirements, drawn from a sound and robust business case.

This one-day program will introduce participants to the principles of writing an effective, comprehensive and compelling business case. The course is interactive

and driven by participation in a case study, promoting immediate workplace transference.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs



Cyber Security for Project Professionals

Overview

This course starts with a tour of the modern security environment to establish a foundational knowledge of threats and vulnerabilities. It then follows through to apply these learnings in the context of all cyber domains, covering topics including risk management, security frameworks, roles and responsibilities, security awareness and culture, supply chain security, business continuity, and more.

Ultimately, the goal of the course is to equip business professionals with the knowledge to strengthen people, process and technology defence lines, and to make informed choices to improve security.

Objectives

- Recognise cyber threats and vulnerabilities: Gain an understanding of the common types of cyber threats and vulnerabilities and how adversaries may use them to infiltrate people or systems for a malicious cyber attack.
- Contribute to organisational cyber security: Become familiar with risk-focused cyber controls, useful technologies, business continuity objectives, supply chain management, and other key topics to contribute to the organisation's security posture.

- Develop a risk profile: Create a risk profile for your role, department or organisation and apply appropriate cyber security controls to effectively protect information assets aligned with business objectives.
- Strengthen human-centric cyber security defences: Learn how to support cyber security defences that place a greater emphasis on the role of people, amidst the constantly evolving threat environment.
- Make informed strategic and operational decisions: Learn how to make key strategic and operational decisions within your role, department, and/or organisation while considering cyber security risks and impacts.
- Communicate effectively with technical security professionals: Speak the same language as technical security professionals and feel empowered to contribute towards security objectives. Also, join the global cyber security community, stay up-to-date with security news, and follow key changes to legal and regulatory requirements applicable to cyber security.

☒ 3 days ☐ Prerequisites ☒ Exam ☐ PDUs & CPDs



Keep up the job well done and maintain the high quality of this course. It is a worthwhile course to attend for anyone looking to kick off their career journey in cyber security. A good trainer, accompanied by well-structured course content, keeps boredom at bay and makes learning interesting.

Cadienne Grimshaw | Cyber Security



Power Skills



Building and Leading a Team

Overview

In today's dynamic business environment, effective team building and leadership are essential. Strong leaders create cohesive teams that are more productive, innovative and resilient. By fostering a positive team culture and building trust, leaders can enhance collaboration and drive better business outcomes. Skilled leaders are also adept at navigating challenges, motivating their teams, and ensuring continuous improvement – crucial for long-term success.

Our Building and Leading a Team course provides you with the essential tools and techniques to create and lead a high-performing business team. Learn to recruit the right members, foster a positive team culture, and build

trust and psychological safety. Enhance your leadership skills by mastering delegation, motivation, and effective communication.

Objectives

- Develop strategies to build and lead high-performing teams.
- Enhance communication and leadership skills to boost team productivity and engagement.
- Foster a collaborative and positive team culture for sustained success.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDU & CPDs



Optimising Interactions with Emotional Intelligence

Overview

Emotional intelligence (EQ) is key to building strong relationships, improving communication, and fostering collaboration in the workplace. By mastering EQ, you can better understand emotions, navigate challenging situations, and create a positive environment that drives success.

Our Optimising Interactions with Emotional Intelligence course equips you with essential skills to enhance your self-awareness, regulate your emotions, and understand others' perspectives. You will also consider how to develop a growth mindset, build resilience, and improve cultural intelligence to navigate diverse workplace dynamics.

Through practical exercises, you will develop empathy, active listening and emotional agility, equipping you to

improve workplace interactions, manage conflict, and foster a collaborative, emotionally intelligent environment.

Objectives

- Enhance your understanding and application of emotional intelligence in the workplace.
- Strengthen your ability to foster positive relationships and navigate diverse perspectives.
- Build resilience and adaptability to improve collaboration and manage challenges effectively.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDU & CPDs



Writing for Success

Overview

Strong business writing is a key skill in today's workplace, helping professionals deliver their ideas with clarity, engage readers effectively, and create meaningful connections. Whether drafting emails, reports, or presentations, the ability to write concisely and with impact can significantly improve productivity and business outcomes.

Our Writing for Success course equips you with essential tools and techniques to enhance your business writing. You will learn how to plan your communications, write clear and concise messages, and create engaging, positive interactions. The course also covers writing effective emails, impactful reports, and using visual data to strengthen your message. Additionally, you will explore how Generative AI tools can help you enhance your communications.

This highly practical course provides real-world applications to help you master business writing and communicate with clarity and confidence in any professional setting.

Objectives

- Develop concise business writing skills to communicate ideas effectively.
- Structure professional communications for clarity and engagement.
- Enhance written communications using empathy, visual data, and Generative AI tools to drive results.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDU & CPDs



Delivering Powerful Presentations

Overview

Effective presentation skills are essential in the workplace as they enable you to communicate ideas clearly and persuasively. Whether you are pitching a new project, leading a team meeting, or presenting to clients, the ability to deliver powerful presentations can significantly impact your professional success and the success of your organisation.

Our Delivering Powerful Presentations course equips you with the essential tools and techniques to plan and deliver impactful presentations. You will learn how to effectively plan your presentation, adapt your message to different audiences, structure your content for maximum impact, and keep your audience engaged.

Objectives

- Develop the ability to tailor presentations to different audiences and learning styles for maximum impact.
- Create structured and engaging content that aligns with the purpose of the presentation and resonates with the audience.
- Deliver presentations with confidence, effectively managing audience engagement and interactions to achieve successful outcomes.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs



Engaging Stakeholders Effectively

Overview

Effective stakeholder engagement is essential for project success. Unlike stakeholder management, which focuses on control, engagement centres on building relationships, fostering trust through open and transparent ways of working, and actively involving stakeholders. Whether leading a project, managing change, or seeking buy-in, mastering engagement strategies improves collaboration and helps ensure successful outcomes.

Our Engaging Stakeholders Effectively course provides practical tools to identify key stakeholders, understand their needs, and tailor engagement approaches. You will learn how to foster active involvement, build strong relationships, and proactively monitor engagement to deepen stakeholder commitment and collaboration across diverse groups.

This interactive course provides opportunities to apply your knowledge through real-world scenarios and hands-on activities, helping you develop a clear strategy for engaging stakeholders, promoting involvement, and driving success.

Objectives

- Develop strategies to effectively engage stakeholders and build collaborative relationships.
- Address stakeholder needs and expectations to foster active involvement.
- Adapt and refine engagement approaches to ensure long-term success.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs



Coaching for High-Performing Teams

Overview

In today's fast-paced workplace, effective coaching is essential for fostering growth, boosting performance, and driving continuous improvement. Strong coaching skills enable leaders to guide individuals and teams towards achieving their highest potential, building a culture of accountability, and promoting sustained success.

Our Coaching for High-Performing Teams course provides you with the essential tools and techniques to coach both individuals and teams to excel. You will learn how to enhance individual and team performance while cultivating a positive, collaborative team dynamic. From coaching one-on-one to leading at the team level, this course will enhance your ability to create high-performing, resilient teams.

Through practical exercises and real-world applications, you will be equipped to implement effective coaching strategies that elevate team performance and achieve lasting results.

Objectives

- Build a solid foundation in coaching ethics and practices.
- Enhance individual and team performance through effective coaching techniques.
- Facilitate impactful coaching conversations that promote growth and resilience.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs





Leading Effective Negotiations

Overview

Effective negotiation skills are vital in the workplace, enabling professionals to reach mutually beneficial agreements, resolve conflicts, and build strong relationships. Skilled negotiators can influence outcomes and create value for their organisations. Whether negotiating with clients, suppliers, or team members, effective negotiation leads to improved collaboration and long-term success.

Our Leading Effective Negotiations course equips you with essential tools and techniques to plan and conduct successful negotiations, including navigating challenging situations. This practical course features role-playing exercises and simulations to help you practice your

negotiation skills, preparing you to lead confidently and achieve outstanding results.

Objectives

- Master key negotiation strategies to achieve successful outcomes.
- Develop effective preparation techniques to navigate each stage of the negotiation process.
- Build lasting, mutually beneficial relationships through skilled negotiation.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs



Managing Challenging Behaviour

Overview

Effectively managing challenging behaviour is a critical skill for fostering positive workplace interactions and achieving successful outcomes. Whether dealing with conflict, managing difficult conversations, or responding to feedback, knowing how to address challenging behaviours is essential for maintaining a productive and respectful environment.

Our Managing Challenging Behaviour course equips you with key strategies to address root causes of difficult behaviour, manage conflict, and assertively deal with challenges, including feedback and setting boundaries.

Through interactive sessions and real-world exercises, you will gain practical experience managing challenging

behaviours in a way that promotes collaboration, reduces tension, and drives positive outcomes.

Objectives

- Understand and address challenging behaviours in a constructive way.
- Confidently manage conflict and navigate difficult conversations.
- Create a positive, collaborative environment through effective behaviour management.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs



Facilitating for Results

Overview

Effective facilitators are crucial in the workplace as they help teams navigate complex discussions, resolve conflicts, and reach consensus efficiently. By fostering an inclusive and collaborative environment, facilitators ensure that all voices are heard, leading to more innovative solutions and stronger team cohesion.

Our Facilitating for Results course equips you with the essential tools and techniques to lead workshops that generate meaningful insights and achieve specific goals. Learn to design and plan effective sessions, using a range of tools and techniques to foster collaboration and agreement. Master the art of guiding groups while enhancing relationships and commitment to outcomes.

This highly practical course offers you the chance to actively participate in and facilitate group activities, ensuring you are fully prepared to lead sessions that deliver powerful results.

Objectives

- Understand and apply the principles of effective facilitation to guide productive group sessions.
- Prepare and structure facilitated sessions to maximise participation and achieve desired outcomes.
- Conduct engaging and results-driven workshops that foster collaboration and generate actionable insights.

☒ 1 day ☐ Prerequisites ☐ Exam ☒ PDUs & CPDs



Communicating with Impact

Overview

In today's dynamic workplace, effective communication skills are essential for sharing ideas, improving collaboration, and building meaningful relationships. The ability to adapt your communication style and overcome barriers is key to delivering clear, persuasive messages and can significantly impact your career success. By developing strong business communication skills you can influence outcomes, inspire action, and express your ideas with confidence.

Our Communicating with Impact course equips you with practical tools and techniques to enhance your workplace communication skills. You will learn how to tailor your communication approach, navigate cultural and psychological barriers, ask insightful questions, and practice active listening to deepen understanding and connection.

This highly interactive communication training provides hands-on experience and real-world scenarios to ensure

you can apply these enhanced skills immediately. By participating, you will be well-prepared to communicate with impact and achieve more positive outcomes in your professional environment.

Join us to strengthen your interpersonal communication skills, boost your confidence, and become an influential communicator.

Objectives

- Adapt your communication style for more effective interactions across diverse contexts.
- Overcome communication barriers to foster clarity and inclusivity.
- Enhance listening and questioning skills to build rapport and deliver impactful messages.



1 day



Prerequisites



Exam



PDUs & CPDs

Acknowledgements

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