

Project Management

Introduction

This practical course provides an integrated approach and range of hands on tools for delivering a good customer experience during project delivery. It will equip project managers with the confidence and skills to set up and run projects for client delight and for technical and administrative colleagues to contribute supportively. It also explains the characteristics needed to act as a leader, deal well with clients and how to manage difficult clients and situations, should they arise. It will equip established project managers with the confidence and skills to set up a project within public sector reporting requirements and run it effectively to deliver a successful outcome and compliant funding claims.

Course Objectives

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

- Explain project management from multiple perspectives
- Manage effective projects
- Contribute to projects where necessary
- Display project leadership skills
- Recognise different client types and know how to manage them
- Detail key concepts of interweaving funding requirements into standard project management protocols
- Scope and set up a project to keep it on track
- Break down the different stages and develop a project plan that facilitates compliance
- Examine how standard project management skills are relevant to funding compliance
- Effectively manage the wider project team in their funding obligations and reporting
- Apply new knowledge to their own projects and set realistic goals for moving forwards

Content

A sample of what is covered includes:

- What is project management?
 - What a project is to a client and to you
 - Characteristics of a project
 - Why projects need to be managed
 - Why projects go wrong - typical problems
 - What makes a successful project from a client's, sponsor's and PM's perspective
- Setting the project up for successful client experience
 - PM theory vs practice
 - Aligning goals and setting expectations
 - Overview of brief development
 - Scope and setting expectations
 - Agreeing processes and ground rules with client: quality, work systems, risk management, change management
 - Communications planning and reporting

- Managing delivery of the project
 - Role of the project lead
 - Role of the client project lead
 - Briefing the team
 - Collaboration
 - Milestones and deliverables
- Project Leadership
 - The Project Manager's role
 - Difference between leadership and management
 - Why is project management and process not enough?
 - Leadership competencies
 - Leadership styles and when to apply them
 - Customer leadership
 - Team leadership
- Managing project problems and emergencies
 - What to do
 - How to do it
 - Leadership style
- Stakeholders, particularly client stakeholders
 - Identify
 - Assess
 - Communicate
 - Engage
 - Communication
- Client meetings
 - Types
 - Preparation
 - Managing
 - Recording and actions
- How publicly funded projects differ from a standard project?
 - What a project is
 - Characteristics of a project
 - Management & Administration
 - Financial
 - Delivery of Outputs & Results
 - Audits
 - Why projects go wrong - typical problems
 - What makes a successful project?
- Project set up
 - Where to start
 - Brief development
 - Outputs vs outcomes
 - SMART project objectives
 - Benefits Management Plan
 - Define benefits management plan
 - Identify and structure benefits
 - Financial and non-financial benefits
 - Plan benefits realisation

- Scope
- Planning the project
 - Implement good practice
 - Set up system protocols for each project that are easy to use
 - Ensure the project does not store up any problems further down the line
- Project team and allocating their responsibilities

- Lead Partner Responsibilities
 - Audit requirements
 - Records keeping
 - Procurement
 - Output record keeping
 - Data quality and reporting requirements
 - Data management system and file protocol
 - Data protection and security

- Managing delivery of the project
 - Briefing the team
 - Reporting
 - Checkpoints and milestones
 - Financial management
 - Monitor and record how the project is delivering
 - Change management
 - Risk management

- The Project Manager's role
 - Overall
 - Planning
 - Organising
 - Leading
 - Controlling

- Stakeholders
 - Identify
 - Assess
 - Communicate
 - Engage

- Communication
 - Why
 - Plan
 - Manage

- Project close
 - Preparing for project close
 - Sign off
 - Handover
 - Evaluation

