

SeeChange IT Team Effectiveness Training Programs

IT Project Management: Core Competencies, Tools, and Structured Process

SeeChange IT Effectiveness Programs have been developed based on over 20 years combined experience in IT consulting and integration, project management, business process improvement, and people and team leadership. Our consultants and trainers bring lessons learned, from successful, difficult, even failed projects. We provide real-world case studies, exercises, and scenarios to make sure the lessons stick.

Learning Objectives

- Gain a new mindset focused on the importance of project management.
- Adopt a more proactive, systematic, consistent project management approach, leading to improved project effectiveness
- Improve core competencies critical to successful project management, including: communication, collaboration, accountability, business-oriented mindset, and morale building.
- Learn to be more thoughtful about critical project management decisions that impact quality, service, budget, and schedule (and escalate appropriately.)
- Have fun, and recognize that project management can be fun.

Target Audience

- Project Managers
- Client Managers
- Team Leaders
- Business Operations Managers
- Analysts and Designers
- Lead Developers and Technical Specialists

Targeted Course Options

SeeChange provides a range of baseline options for our Project Management course:

- Executive/Awareness Program (1-Day)
- Techniques for Effective Teams Program (2-Day)
- Full Techniques & Process Program (3-Day)

We realize that one size does not fit all. Therefore, we assess your needs and tailor your program to address priorities, timeframe, and budget. We choose the right baseline package for you and augment it with additional modules and exercises, as needed.

Achieving Real Results for Our Clients – Testimonials

“The first PM course I actually enjoyed – and learned a lot!”

“It was tailored to our specific environment which was useful.”

“Good case study, very good training material, interactive and hands-on.”

“Messages were communicated in a clear manner – fun and refreshing.”

IT Project Management – Course Outline

I. Overview of Project Management – The Course and the Discipline

- Course Introduction and Stage-Setting
- What is Project Management and Why is it Critical to IT Success?
- Overview of the 4-Stage Project Management Process and Alignment with the SDLC
- Typical IT Project Management Challenges

II. Project Management Core Competencies – Instruction & Exercises

- Business Mindset
 - Thinking Like a Manager and Making Tradeoff Decisions
 - Understanding Business Objectives, Priorities, and Success Metrics
 - Being Open-minded and Maintaining a “Can-do” Attitude
 - Thinking “Out-of-the-Box”
- Strong Communication Skills
 - Using Active Communication - Giving and Receiving Feedback
 - Managing Expectations
 - Holding Effective Meetings
- Collaborative Project Environment
 - What is Team Collaboration
 - Nature of Teams and Teamwork
 - Team Roles – PM and Team Player
- Project Ownership Through Empowerment and Accountability
 - What is Empowerment and Accountability
 - Benefits of Ownership
 - Practicing Key Behaviors to Achieve Ownership
- Keeping the Project on Track
 - Developing a Sound Plan
 - Managing to the Plan and Updating as Appropriate
 - Considering Impact of Changes to Plan and Decisions
 - Communicating Issues, Changes and Status

III. 4-Stage Project Management Process – Instruction & Practice

- Stage 1: Project Definition
 - Assessing Your Business Objectives: Project Purpose and Metrics
 - Defining Scope and the Context Diagram Tool
 - Outlining High-level Technical Approach and Key Phases
 - Identifying Key Resources, Budget, Timeframe, and Risks
 - Preparing the Deliverable
- Stage 2: Project Planning
 - Preparing the Project Notebook: Statement of Work, Roles and Responsibilities Matrix, Stakeholder Analysis, Project Plan, Policies, Processes, and Standards
 - Planning and Conducting the Kickoff Meeting
- Stage 3: Monitoring & Control
 - Tracking Actuals: Due Dates, Deliverable Completion, Customer Sign-off, Costs, Progress Against Success Metrics, Action Items
 - Tracking Risk and Issues
 - Reviewing Stakeholder Analysis
- Stage 4: Project Closeout
 - Planning and Conducting the Project Review Meeting
 - Clean-up/Closeout and Celebrating Success

IV. Project Management “What If” Scenarios – Test Your New Skills

V. Course Summary and Wrap-Up

- Course Review and Questions
- Course Evaluation and Participant Feedback