

The Chaucer Way[®]



Training to Improve Project & Program Delivery

This document constitutes part of The Chaucer Way[®] a unique proprietary methodology (including tools and techniques) developed by Chaucer Consulting. 'The Chaucer Way[®]' is a comprehensive library that facilitates improving business performance. Please note that this document alone can only be a summary guide to a specific element of improved business performance. For more information contact Chaucer Consulting by going to www.chaucerconsulting.com

Chaucer – Training to Improve Project & Program Delivery

The Chaucer Way[®] - includes Chaucer's unique approach to developing excellence in project execution

- Applies to all roles within the project environment – governance, leadership, management and team members
- Based on The Chaucer Way[®] - Project Management, a best practice project management methodology
- Accommodates different learning styles through a well balanced mixture of theory and practical application
- Complements and extends existing leadership and employee development programmes

Organisations need to develop excellence in projects execution to ensure that:

- Strategic vision and objectives are realised
- Finite resources (people, money, assets) are used effectively
- Projects are executed efficiently and business benefits are delivered within agreed time, budget and quality constraints
- Individuals perform well within the project environment

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The Chaucer Way[®]



The Chaucer Way[®] is...

- 1 | Structured
- 2 | Tried and tested
- 3 | Progressive and pragmatic
- 4 | Comprehensive
- 5 | Efficient and effective

Why Train to Improve Project & Program Management Skills?

Improving your organisation's capability to deliver projects and programs effectively will allow strategic initiatives to be approached confidently and with rigour

- Projects are typically the mechanisms that businesses and organisations use for translating strategic intent into action
- The application of effective project management dramatically increases the chances of project success
- Robust application of project management tools and techniques underpins effective decision making on utilisation of finite resources
- Project management competency is a key building block in the ongoing development of management talent



Giving the right people the right training will provide a unique foundation for success as well as deliver development opportunities for key individuals to contribute to corporate goals

Improving Project & Program Delivery

The current economic environment means that, more than ever, companies need to ensure that their leaders and staff are equipped with the right skills, tools and methodologies to maximise the return on project & program investment

Many businesses and organisations are using projects as the mechanism to schedule and manage a finite set of resources in order to deliver strategy

- Robust project management is an essential component in successfully delivering business results
- Companies that integrate effective project management across their operations achieve more successful outcomes
- There is a growing acceptance that project management and leadership skills are key components of an effective manager's repertoire

Chaucer's framework is a comprehensive training and development programme aimed at three distinct groups: project leadership, project managers and project team members

- This provides a well balanced mixture of theory and practical application to ensure high levels of ongoing project performance
- A process that can also be adopted to turn around underperforming projects
- Training can be completed in conjunction with in-house project management methodology or enhanced with additional skills and techniques

We also have proven best practice Change Management training

Training Courses

Programmes can be tailored to meet individual client requirements

Course	Outline	Who should attend
a. Effective Project Working	Overview of the key aspects of project management tools and roles & responsibilities	Anyone that is new to project management or working in a project environment
b. Effective Project Management	Comprehensive training in the most important project management skills & techniques and opportunity to gain experience in their application	Anyone who is going to be managing a project and needs to acquire skills and techniques quickly
c. Effective PMO Set-Up	Understand PMO roles & responsibilities and an ability to analyse project management requirements and identify optimum PMO design and structure	Project Managers, Program Managers and Senior Management who need to know how to plan and implement a PMO in their organisation
d. Effective Project Portfolio Management	Understand project portfolio management and how it can help you make fact based business decisions on which projects to deliver and when	Business and strategy managers, project/program managers, sponsors
e. Effective Project Leadership	Understand the purpose of project governance, typical roles & responsibilities and the design of governance structures	Senior Management, Sponsors, Steering Group members

Programmes can be delivered in a number of ways from classroom courses to one to one coaching (or as a mix of both). Alternatively on the job training can be considered.

Course a. Effective Project Working

Basic project management skills should not be underestimated. A well trained project team will significantly increase the likelihood of successfully delivering strategic initiatives

Objectives

- Understand how a project differs from 'business as usual'
- Understand the typical structure of an effective project team
- Understand the characteristics of a highly effective team
- Understand the principles of project management and create an appreciation of what best practice looks like
- Familiarisation with key project documents and templates

Benefits

- Improved project delivery through increased project team member awareness of the project environment and project management process
- Tangible investment in the personal development of staff with a set of transportable skills
- Generation of interest in project management to stimulate next generation of project managers
- Offers opportunity to quickly upskill individuals with the project management basics where rapid mobilisation is needed
- Can be incorporated into a project kick-off meeting to ensure overall alignment in understanding

Course b. Effective Project Management

Equipping Project Managers with key project management leadership skills will ensure projects are led with pace, rigour and focus on project benefits delivery maximising ROI

Objectives

- Comprehensive training in a best practice project management methodology covering the complete project lifecycle from selection and initiation through to implementation and review
- Practical application of the key aspects of project managements in a safe and supportive environment
- Establish a project management excellence frame of reference for sponsors and senior management

Benefits

- Supports the development of a common set of project management tools, templates and language within an organisation or business area
- Direct impact on project performance and the likelihood of successful delivery
- Creation of a pool of project management talent and pipeline for program and PMO managers
- Improved application of project management tools significantly improves the quality of information available for project portfolio decisions
- Can be supported with a comprehensive program of ongoing mentoring and coaching

Course c. Effective PMO Set-Up

The swift set up of an effective PMO at a program outset will significantly contribute to a program's likely success by setting a framework within which all program management elements can be delivered

Objectives

- Discuss your organisation's experiences of the PMO
- Understand the role of the PMO in terms of roles, responsibilities, skills requirements and processes
- Understand and analyse the project management requirements that influence PMO design and structure
- Understand, and prepare for, the challenges in establishing an effective PMO

Benefits

- Organisation develops a pool of PMO capability for deployment on the largest and most complex projects and programs
- Enables project managers to transition into PMO leadership roles quickly and effectively
- Correct PMO design and set-up leads to improved project and program performance and greater delivery assurance transparency
- Common PMO tools and templates support cross-PMO interfaces and improved continuous improvement

Course d. Effective Project Portfolio Management

Operational excellence across a portfolio of projects can be achieved where a portfolio is managed with transparency and continually measured against the strategic ambitions and priorities of a company

Objectives

- Understand PPM principles and the challenges to successful implementation
- Learn about the best practice PPM approaches and tools
- Learn how to deliver PPM as a change initiative and sustain
- Apply the tools learned in a safe and supportive environment

Benefits

- Create a framework for PPM deployment using best practice tools & methodologies
- Implement a sustainable PPM model for your organisation
- Create the capability to prioritise projects and optimise the deployment of critical and/or constrained resources to those projects that create greatest value for your business
- React more quickly to changes in your business environment

Course e. Effective Project Leadership

Good project leadership cannot be underestimated as a key factor of project success. Empowering those who will make key project decisions will underpin strategic initiatives

Objectives

- Understand key principles of project management
- Understand the differences between corporate and project governance
- Learn about the typical leadership roles within a project or programme
- Understand how to create an effective project governance structure

Benefits

- Improved project leadership capability enhances execution and level of success
- Ensure that senior management understand their roles & responsibilities within a project leadership framework
- Project leaders know how to establish and contract project performance criteria with project managers
- Senior management participation in project governance structures is optimised
- Governance structures are well designed and meet the needs of individual projects
- A common set of definitions, tools and processes improve and enhance organisation learning

Example Content – Effective Project/Change Management

We have a large number of practical and pragmatic Tools & Techniques which can be adopted as they stand or tailored further to meet your unique corporate needs:

Project Management Tools & Techniques

- What is a project?
- Project Charter
- Project Governance
- Project Business Case
- Roles & Responsibilities
- Project Methodologies
- Decision Support Packages
- Scope Definition
- Vision
- Setting Project Objectives
- SMART (Goal Setting)
- Interdependencies
- Benefits Management
- Scope Change Control
- Defining Deliverables / Milestones
- Setting Key Performance Indicators
- Work Breakdown Structure
- Critical Path Analysis
- RACI (Roles & Responsibilities Matrix)
- Risks & Issues Management
- Project Tracking & Reporting

Change Management Support

- Understanding the Change Landscape
- Change Readiness
- Engagement & Communication
- Promoting Change & Managing Resistance
- Sustaining and Reinforcing Change

*All training is delivered by experienced project managers and trainers
Attendees receive a comprehensive set of reference materials and a CD containing examples of tools and templates*

All training is supported by in-depth case studies of real and relevant examples

Example Content – Effective Project Leadership

Our experience shows that leadership is often over looked during training courses, but good leadership is essential for successful project delivery

Effective Project Leadership

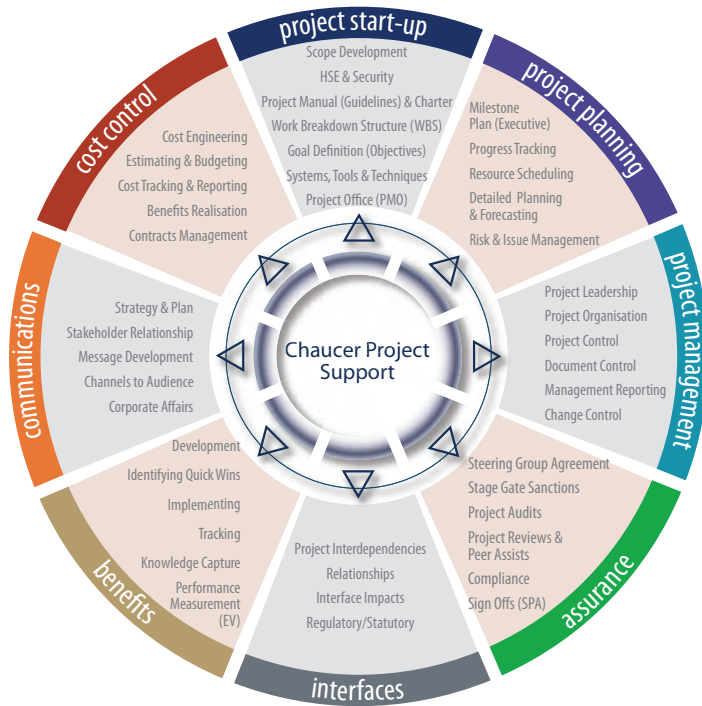
- What is a project?
- Project Sponsor – Role & Responsibilities
- Project Governance – Purpose and Benefits
- Steering Groups – Role and Composition
- Project Charter – the contract between Sponsor and Project Manager
- Project Management – High Level Overview
- Change Management – High Level Overview
- Project Reviews



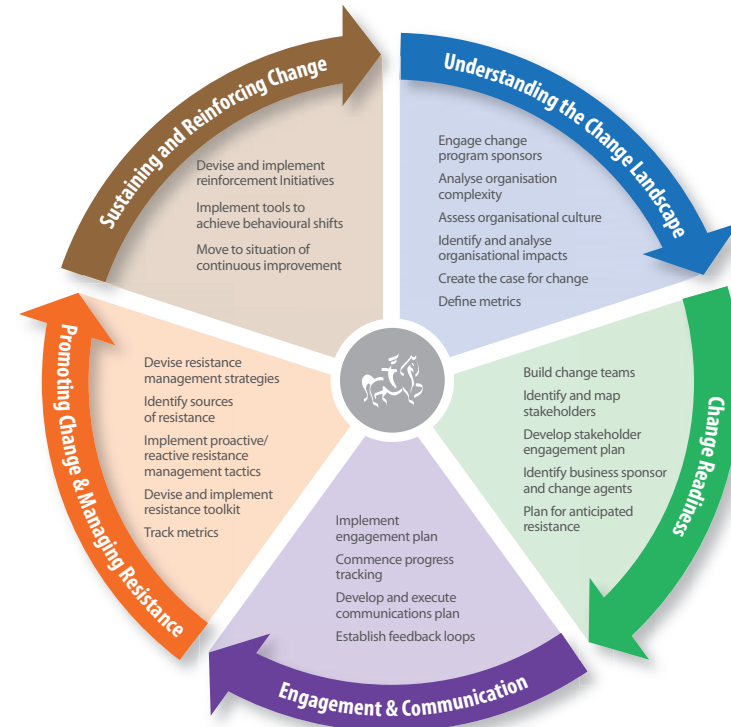
The format of the training can be tailored and delivered as one to one coaching. However the training is delivered the course offers attendees an opportunity to apply and practice tools and techniques in a safe and supportive environment

All training is supported by in-depth case studies of real and relevant examples

Why Chaucer?



The Chaucer Way Project & Program Management



The Chaucer Way Change Management

- Global provider of project, program, portfolio and change management services to organisations globally
- A full suite of best practice methodologies that have been tried and tested for over 20 years in some of the world's most successful organisations

- Training is delivered by experienced project management consultants who enhance the tools & techniques with real life examples
- Able to deliver ongoing coaching and mentoring to embed and sustain learning

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