PROGRAM MANAGEMENT OVERVIEW, COMMUNICATIONS, LEADERSHIP, AND NEGOTIATING

PGM08.00

The days of the monolithic, complex, multi-year project are over. They are just too hard to plan, manage and complete within expectations. The better approach is to break large initiatives into multiple smaller projects. Enter the program. A program is an organizational structure that is established to coordinate and guide a large initiative made up of multiple related projects. The program provides an umbrella structure over the entire initiative and has the high-level visibility and continuity to guide all of the underlying projects toward overall success.

Whether managing a program or a project, there are skills to help be a more effective leader. These are skills that are also useful in other aspects of our professional and personal lives.

- Communications - This class also describes how to utilize effective interpersonal communication skills throughout your career and your life.

- Leadership - This course will explore the qualities of leadership and demonstrate specific areas that require focus, as well as the different roles and behaviors a leader must have to be successful.

- Negotiating – In program/project delivery, negotiation is used when procuring outside goods or services, along with the contracts or terms of the agreement. This course teaches students the basics of negotiations through an overview of a negotiation process.

PREREQUISITES

- None

LEARNING OBJECTIVES

At the end of this class, participants will be able to:
- Understand the concepts in program management
    o The purpose of a program and how it provides value on large initiatives
    o The four main program domains – alignment, benefits, stakeholders and governance
    o How to establish and define a program
    o The main components for delivering the program
    o The work to successfully close a program
- Understand interpersonal communication skills
    o The fundamental nature of communication
    o Tips for day-to-day communications and meetings
    o The basics of effective interpersonal communications
- Determine leadership characteristics to incorporate into personal action plans
    o The fundamental nature of leadership
    o Characteristics and principles of leaders
    o A holistic portrait of leaders and their traits
- Understand negotiating fundamentals and the negotiating process

WHO SHOULD ATTEND

- Senior managers and program managers
- Individuals involved in vendor or contract negotiations
- Individuals interested in understanding how to lead people or learn effective communications techniques

COURSE OUTLINE

- Program Management Overview
  - o Introduction
  - o Program Domains
  - o Define the program
  - o Deliver the program
  - o Close the program
- Effective Interpersonal Communications
  - o Communication Fundamentals
  - o Interpersonal Communication
- Leadership Skills
  - o Overview of leadership
  - o Characteristics of leaders
  - o Leadership principles
  - o Conflict management
  - o Other leadership traits (time permitting)
- Negotiating for Success
  - o Negotiation Fundamentals
  - o The Negotiation Process (Preparation, Exchanging Information, Bargaining, Closing)

The class contains numerous exercises that are worked on throughout the course.

CLASS LENGTH

- Two Days (16 Total PDUs – 7 Technical / 7 Leadership / 2 Strategic)