

# IMPROVING PROJECT MANAGEMENT AND PROJECT PERFORMANCE

PM08.41

*Everything is caused by something. There is always a process.*

Performance improvement focuses on process (the way things are done) and seeks the most effective way to perform, by engineering an entirely new process, improving an existing one or evolving.

This session takes a “left brain” approach and addresses how to create a sustainable process that adds value. The importance of the right mix of behavioral and concrete hard skills is explored, as well as the ability to be objective even about one’s own process. Participants will be able to apply a systems view to better understand and engineer their process. They will create an action plan to apply what they learn.

## PREREQUISITES

- None

## LEARNING OBJECTIVES

At the end of this class, participants should be able to:

- Apply a proactive approach to process improvement to enlist support and cooperation
- Apply a systems and process oriented perspective to support objectivity in their environment
- Apply mindfulness and open-minded inquiry to their activities and projects
- Discuss the relationship between effective behavioral skills, continuous improvement, agile and lean process and quality management principles in a practical way that fits the needs of each situation

## WHO SHOULD ATTEND

- Managers and staff involved in process or performance improvement activities
- Groups of people working together to perform projects or provide services

## COURSE OUTLINE

- Foundation principles
- The Performance Improvement Program
- How Six Sigma, Lean, TQM and project management may be blended
- Best practices
- Sustaining the Gains
- Taking it home

The program is ideal for groups of people working together to perform projects or provide services.

## CLASS LENGTH

- One day (8 PDUs) **OR**
- Two days (16 PDUs)

