

Course Outline

Program Management Essentials Course PGM-340: 3 days Instructor Led

About this course

This Program Management Workshop addresses the essential aspects of the five (5) Program Management Performance Domains: Program Strategy Alignment, Program Benefits Management, Program Stakeholder Engagement, Program Governance, and Program Life Cycle Management, and the Supporting Processes that are consistent with PMI's The Standard for Program Management (4th Edition ©).

The Workshop provides a comprehensive introduction to the concept of a "Program" as opposed to a "Portfolio" and a "Project", distinguishing between Program Management, Portfolio Management, and Project Management. The role of the Program Manager and the skills and competencies needed to become a Program Manager are also covered.

Audience profile

This Workshop is intended for program managers, senior project managers, PMO managers, and senior management who wish to gain a working knowledge of the generally-accepted approach, activities, and processes for managing a Program. Program managers looking to improve their leadership skills and improve their understanding of how to manage their Programs should take this Workshop as should students on a track to take the Program Management Professional (PgMP®) Certification exam.

At course completion

After completing this course, students will be able to:

- Identify the similarities and differences between Program Management and management of a Portfolio or a Project.
- Define and describe the Program Strategy Alignment domain and the importance of the strategic focus of programs. This should include: Organizational Strategy and Program Alignment; The Program Roadmap; and, Environmental Assessments.
- Define and describe the Program Benefits Management domain and the importance of identifying and clarifying the program's benefits and intended outcomes. This should include: Benefits Identification; Benefits Analysis and Planning; Benefits Delivery; Benefits Transition; and Benefits Sustainment.
- Define and describe the Program Stakeholder Engagement domain and the importance of managing stakeholder expectations on a program. This should include: Program Stakeholder Identification; Stakeholder Engagement Planning; and Stakeholder Engagement.
- Define and describe the Program Governance domain and the important role of a program governance board. This should include: Program Governance Boards; Program Governance Board Responsibilities; Relationship Between Program Governance and Program Management; Common Individual Roles Related to Program Governance; Programs as Governing Bodies; and Other Governance Activities that Support Program Management.
- Define and describe the Program Life Cycle Management domain and the important role of the Program Life Cycle. This should include: the Program Definition Phase; the Program Benefits Delivery Phase; the Program Closure Phase; and Mapping of the Program Life Cycle to Supporting Activities.
- Define and describe the Program Management Supporting Activities and their importance in enabling a synergistic approach for the purpose of delivering program benefits. These processes should include: Program Scope Management; Program Quality Management; Program Schedule Management; Program Financial Management; Program Resource Management; Program Communications Management; Program Risk Management; Program Procurement Management; and Program Integration Management.
- Identify the challenges and opportunities typically encountered on a Program through a Program Management Case Study that will be integrated throughout this 3-day workshop.

Course Outline

- Identify the “Next Steps” that will need to be taken by your organization and you in order to apply what you’ve learned in this Workshop.

Course Outline

DAY #1

- Unit #1: Workshop Overview & Introductions
 - Workshop Guidelines & Ground Rules
 - Workshop Materials & Hand-Outs
 - Student Introductions
- Unit #2: An Overview of Organizational Work & Management Concepts
 - Define the four (4) major Types of Work and Management performed in organizations: Strategic, Operations, Innovations, and Crises. **(Team Exercise)**
 - Define a Program, a Portfolio, and a Project and how they compare and contrast. **(Team Exercise)**
 - Define Program Management and how it differs from Portfolio Management and Project Management.
 - Describe a Program Manager and how the role differs from a Portfolio Manager and a Project Manager.
 - Define Other Key Program Management Concepts & Terms (i.e., Benefits, Value Proposition, Program Sponsor, PMO, etc.)
- Unit #3: Creation of Teams and a Practice Program Case Study (with 2-4 Components)
 - Break-up into “Program Teams” comprised of 4-6 participants (for the rest of the workshop)
 - Create a “Practice Program” with 2-4 related components for use as a Case Study (for the rest of the workshop) **(Team Exercise)**
- Unit #4: An Overview of the 5 Performance Domains and Interactions Between Them (Part I)
 - Program Strategy Alignment **(Team Exercise)**
 - Program Benefits Management **(Team Exercise)**

DAY #2

- Unit #4: An Overview of the 5 Performance Domains and Interactions Between Them (Part II)
 - Program Stakeholder Engagement **(Team Exercise)**
 - Program Governance **(Team Exercise)**
 - Program Life Cycle Management **(Team Exercise)**
- Unit #5: An Overview of the 3 Program Life Cycle Phases
 - Definition Phase
 - Delivery Phase
 - Closure Phase
- Unit #6: A Close-Up Look at the Program Definition Phase: Taking a Deeper Dive (Part I)
 - Create Draft Formulation Outputs for Your Practice Program:
 - Create a Draft Business Case **(Team Exercise)**
 - Create a Draft Charter **(Team Exercise)**
 - Create a Draft Stakeholder Register & Stakeholder Power/Interest Grid **(Team Exercise)**
 - Create a Draft Program Roadmap **(Team Exercise)**

DAY #3

- Unit #6: A Close-Up Look at the Program Definition Phase: Taking a Deeper Dive (Part II)
 - Create a Draft Planning Output for Your Practice Program:
 - Create a Draft Benefits Management Plan **(Team Exercise)**
- Unit #7: Team Presentations of Draft Outputs for the Case Study

Course Outline

- Present, review, refine and finalize the six (6) Draft Outputs for the Program Definition Phase you created for your Practice Program in Unit #6. **(Team Presentations)**
- Unit #8: Closing Thoughts, Workshop Q&A, and Next Steps