

# Course Outline

## Project Management for Non-Project Managers Course PM27: 2 days Instructor Led

### About this course

Everyone finds themselves managing a project from time-to-time at work, at home, or on some type of service project. Often our approach is haphazard and leads to rework, inefficiencies, and missed project deliverables. Applying a few project management techniques, even in modest measure can result in significant improvements in project results, saving money and time, while delivering more of the intended results at a higher quality than would likely be achieved by simply winging it. This class introduces the most important aspects of project management in a way that can be easily put into practice on any project. Although it is not designed to be a course that leads to certification, the material conforms to, and is based on the Guide to the Project Management Body of Knowledge (PMBOK), 6th edition.

### Audience profile

This course is intended for anyone wishing to learn the basics of project management so they may apply the techniques to personal and smaller business projects. For anyone who is considering a career in project management this course serves as a basic introduction to the field.

### Course Outline

#### 1. Introduction

- Project Management Triple Constraint
- Project Management Plan
- Challenges to Effective Project Management
- Constraints and Assumptions
- Projects, Deliverables, Activities and Processes
- Exercise – Identify projects you have worked on

#### 2. Stakeholder Management

- The Purpose of Stakeholder Management
- Project Stakeholder Management Processes
- Who Are Your Stakeholders?

#### 3. The Identify Stakeholders Process

- Stakeholder Register
- Power/Interest Grid
- Class Discussion
- Exercise – Prepare a stakeholder register

#### 4. Plan Stakeholder Management Process

- Stakeholder Management Plan

#### 5. Manage Stakeholder Engagement Process

- Knowing Your Stakeholders
- Cultural Considerations
- Diversity
- Virtual Teams

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### 6. Control Stakeholder Engagement Process

- Exercise – Sensitive Conversations
- Class Discussion

### 7. Introduction To Project Communications Management

- Challenges of Project Communications Management
- Class Discussion

### 8. Project Communications Processes

- Dimensions of Communication
- Important Communication Skills
- Sender-Receiver Models of Communications
- Where Does Meaning Come From?

### 9. Plan Communications Management

- Plan Communications Management
- Communications Management Chart
- Exercise – Create a Communications Planning Matrix for a project

### 10. Manage Communications

- Exercise – Active Listening
- Emotional Intelligence (EQ)

### 11. Project Scope Management

- Triple Constraint
- Scope Management Processes
- Define the Project Scope