



INTEGRATED PROCESS
DEVELOPERS, INC. (IPDI)

SERVICES CATALOG 2022



Project Management
Education and Keynotes

processdevelopers.com

Integrated Process Developers, Inc.

42582 White Hart Blvd., Canton, MI 48188

Phone: 734-207-5470 Email: connect@processdevelopers.com



It may be a whole new world,
but Integrated Process Developers, Inc. (IPDI) has you covered.

Almost all our classes are available as virtual classes,
delivered live via the internet and taught by our senior instructors.



Project Management Training Alliance is a non-profit organization that represents the global project management training community. The PMTA Certified Training Provider (CTP) program is an organizational credential that recognizes the best in project Management training. A PMTA CTP is an organization that has been certified by PMTA as having successfully completed the application process to be recognized as part of the global gold standard in project management training. To learn more about PMTA go to www.pmtrainingalliance.org or email engagement@pmtrainingalliance.org.



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Is your company looking to:

- Reduce your time to market for new products and/or services?
- Improve your quality?
- Increase your productivity?
- Complete projects on time and on budget?
- Improve your customer satisfaction?
- Improve your employees' working environment?

If you answered "Yes" to any of these questions, Integrated Process Developers, Inc. (IPDI) can assist.

Integrated Process Developers, Inc. (IPDI) helps **organizations and businesses** to improve their efficiency and effectiveness by providing project management training (both onsite and online), project management consulting, and process improvement services.

Integrated Process Developers, Inc. (IPDI) helps **individuals** achieve their professional goals through project management training, Project Management Professional® (PMP®) certification assistance, and general business management course offerings.

What sets IPDI apart from other companies offering Project Management training and consulting?

- IPDI's extensive onsite and online course offerings, including soft skills training.
- IPDI's 20+ years of experience working with a wide variety of companies.
- IPDI's interactive workshops which allow you to apply the training topics immediately.
- IPDI's willingness to customize our training courses for your specific needs.
- IPDI's customized consulting services to meet your organization's needs.
- IPDI's connection with numerous universities across the United States and Canada
- IPDI's reasonable pricing – we provide much more value for your dollar.

Leverage IPDI's experience and knowledge to achieve positive bottom line results through improved efficiency and effectiveness.



Does it feel like your organization is just standing still?

Sometimes organizations struggle because their purpose is not clearly defined.

Sometimes there's a leadership gap.

Sometimes teams lack direction — sometimes people lack motivation.

Any of these can lead to frustration, inefficiencies, and lost profits.

Integrated Process Developers, Inc. (IPDI) works with you to ***solve tomorrow's problems today*** by providing the necessary tools and services to give your organization the direction – and means – to get moving again. Problems do not occur overnight, and solutions take time and effort. But, working in concert with both leadership and team members, IPDI provides tailored methodologies, process customization, and the tools you need to get all your projects on track to success.

Call or e-mail us today to discuss how IPDI can help get you moving again!

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Achieve New Heights This Year!!

Connect with IPDI and learn about how our services will help your organization reach new heights of success.

We know *one size does not fit all* and will customize a solution for you.

Project Selection Assistance

Determine which projects to perform first.

Risk Management Methodologies

Avoid trapdoors and landmines.

Project JumpStart

Jump start your projects with an integrated plan.

Leadership Development

Build bridges between leaders and team members.

Project Review Procedures

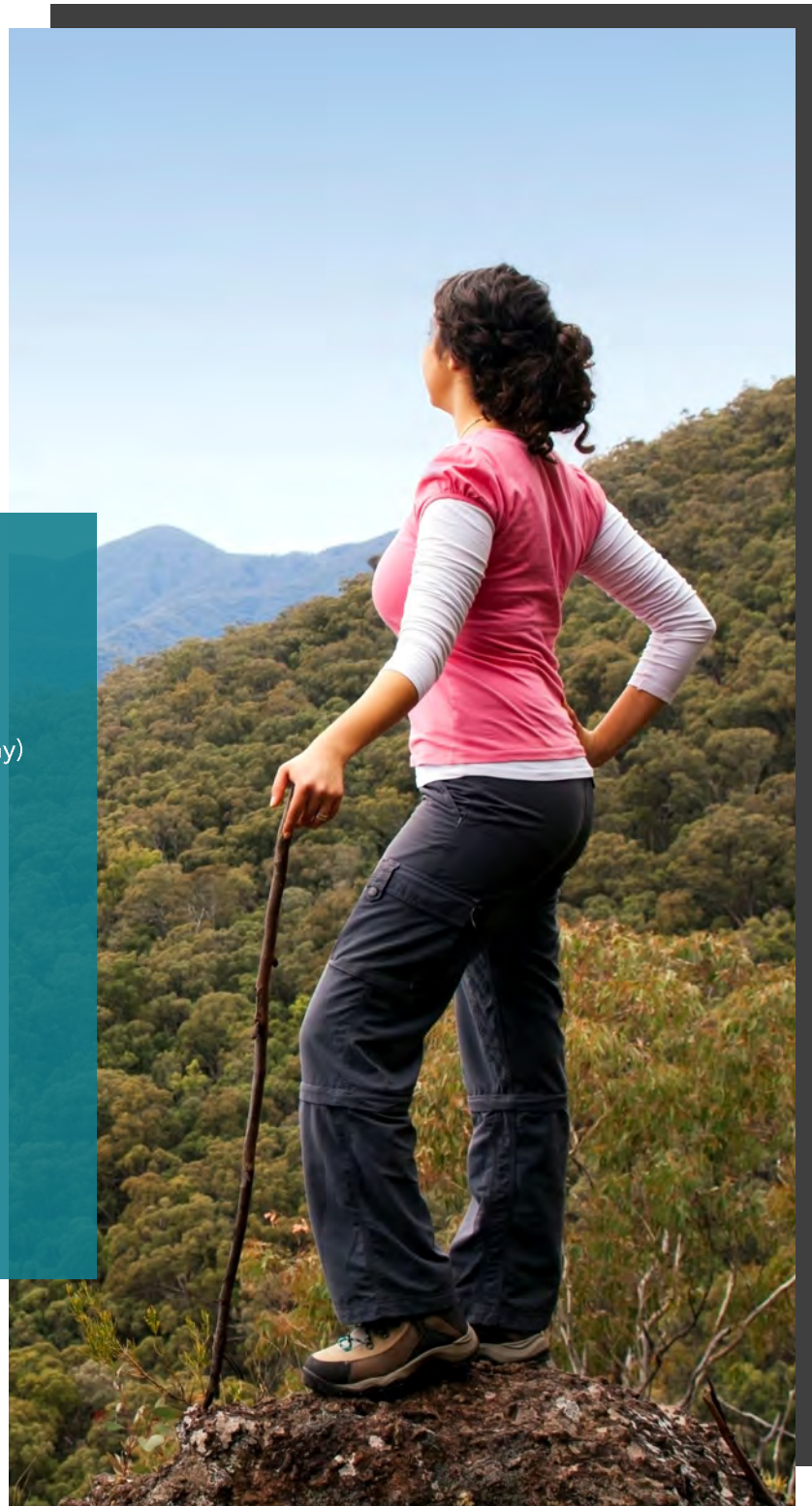
Connect management, team leaders and team members.

General Project Management Training Courses:

- Fundamentals of Project Management (2-day or 3-day)
- Agile Project Management (1-day or 2-day)
- Hybrid Approach to Project Management (4-day)
- Project Management for the Non-Project Manager (1-day)

Specialty Courses In:

- Leadership
- Personal Time Management
- Risk Management
- Quality Management
- Scope and Schedule Management
- Cost Management
- Stakeholder and Communication Management
- Procurement and Contract Management



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IPDI's Onsite/Virtual Live Training Courses

General Project Management Courses

- 8** Fundamentals of Project Management
- 10** Agile Project Management
- 11** Hybrid Approach to Project Management
- 13** Ultimate PMP® Prep Boot Camp
- 16** Advanced Project Management
- 18** Project Management for the non-Project Manager

Specialty Courses

- 19** Executive Role in Project Management
- 20** Leadership Skills for Managers and Executives
- 22** Personal Time Management
- 23** Emotional Intelligence
- 24** Stakeholder and Communication Management

Topic Specific Project Management Courses

- 25** Recovering Troubled Projects
- 26** Assessing & Managing Project Risk
- 28** Integration and Scope Management
- 29** Project Estimating and Scheduling
- 30** Quality Management
- 31** Procurement & Contract Management
- 32** Effective Project Cost Management
- 33** Responding to Project Modifications from Sponsors and Clients

34 IPDI Typical Course Logistical Information



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Additional Courses Offered by IPDI's Partner Companies

FACILITATOR LED ON-SITE COURSE TOPICS

Certification Training Courses:

- Preparation for the PMI-ACP® Exam
- Preparation for the PfMP® Exam
- Preparation for the PgMP® Exam

Additional Project Management Training Courses:

- Project Management for Information Technology
- Managing Multiple Projects
- Lessons in Project Management
- Project Management Simulation Workshop
- Earned Value Management (EVM)
- Building and Running a Value-Add Project Management Office (PMO)

Program and Portfolio Management Training

- Fundamentals of Portfolio Management
- The Practice of Program Management

General Management Courses

- Meeting Management
- Negotiating for Success
- Overview of Software Development

Lifecycles - Gathering Business Requirements

- All Things Process Modeling

ONLINE COURSE TOPICS

Project Management

- PgMP® Exam Prep
- PMI-RMP® Exam Prep
- CAPM® Exam Prep
- Practice Exams
- PM Intro Course Series
- PM Simulations
- Managing Stakeholders
- Emotional Intelligence
- Ethics for Project Managers
- Real World Projects
- PM for IT
- Team Leadership
- Quality Management

General Business

- Business Analysis
- Business Management
- Business Communication
- Creativity & Innovation
- Entrepreneurship
- Creativity in Organizations
- Innovation in Organizations
- Intro to Critical Thinking
- Accounting and Finance



INTEGRATED PROCESS
DEVELOPERS, INC. (IPDI)

Fundamentals of Project Management

Contact IPDI for a custom proposal to hold this course for your organization.

Onsite: 2 day, 14 contact hours (PDU's) | Virtual: 4 sessions of 3.5 hours each over 4 days
-or-

Onsite: 3 day, 21 contact hours (PDU's) | Virtual: 6 sessions of 3.5 hours each over 6 days

COURSE DESCRIPTION

Jump start your projects.

Map out your project's course and your destiny.

As the course title indicates, in this course you will learn the fundamentals of project management. You will be able to use these concepts the very next day on your projects, giving you the edge over your competition.

This Fundamentals of Project Management course is interactive, including small group exercises, large group discussions, and instructor facilitation. You will be able to practice what you learn on a project of your choosing from your work.

The course discusses both varieties of project management: Predictive / Waterfall / Traditional and Agile / Adaptive / Iterative as well as Hybrid project management (the best of both worlds).

When organizations ask IPDI to facilitate this course, they can either use organizational specific project(s) or use IPDI's case study of designing and building a park to leverage Agile aspects of the design and Predictive aspects of the building the park structures.

The course utilizes many of the templates found in IPDI Project Management Template Library. After completing the course, you will have free access to the Templates to use on your own projects.

This course has been successfully taught for over 20 years to thousands of individuals in hundreds of companies from a wide range of industries. IPDI's extensive knowledge of project management best practices and our ability to apply them to companies, including yours, has ensured that our Fundamentals of Project Management course is in high-demand, and our instructors are at the top of the field.

Upon successful completion, you will receive an Integrated Process Developers, Inc (IPDI) certificate of completion.

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LEARNING OBJECTIVES

After completing this course, you will be able to:

- Develop a Scope Statement for the project to depict what is in scope and what is not.
- Create a Work Breakdown Structure (WBS) / Sprint Backlog to establish effective resource and duration estimates.
- Develop duration estimates using various techniques.
- Develop a preliminary schedule using Critical Path Method (CPM) and/or Task Board (Kanban).
- Establish effective adjustments, including risk responses, to the preliminary schedule.
- Accurately update the schedule based on work performance.
- Evaluate the schedule and budget variances and how to resolve them.

COURSE TOPICS

	2 day version	3 day version
Project Management Foundation Concepts	☒	☒
Project Management: Overview of Predictive, Agile and Hybrid	☒	☒
Scope Statement	☒	☒
Work Breakdown Structure (WBS) / Sprint Backlog	☒	☒
Estimating Resources, Durations and Costs	☒	☒
Communications Planning		☒
Project Team Development		☒
Quality Planning		☒
Human Resource Planning & RASIC		☒
Schedule Sequencing	☒	☒
Risk Management Planning	☒	☒
Procurement Planning		☒
Schedule Development / Task Board (Kanban)	☒	☒
Project Execution	☒	☒
Monitoring & Controlling Project Work	☒	☒
Integrated Change Control	☒	☒
Project Close-out	☒	☒

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Agile Project Management

Contact IPDI for a custom proposal to hold this course for your organization.

1 day, 7 contact hours (PDU's) course

-or-

2 day, 14 contact hours (PDU's) course

COURSE DESCRIPTION

In this modern, fast paced era of business, the traditional / “waterfall” approach to project management may not be the best approach. Agile project management has quickly become the go-to project management approach for a wide range of industries. According to the Project Management Institute (PMI®), more than 90% of organizations are using Agile to some degree. If your business is not using aspects of Agile, it will be soon.

Integrated Process Developers, Inc. (IPDI) offers a wide variety of project management courses to meet your organization’s specific needs. However, IPDI knows that “one size does not fit all” and offers you options as to what content and how long of a course is applicable for your organization’s specific requirements.

You will be able to use the concepts learned in our courses the very next day on your projects thus giving you the edge over your competition and an immediate return on your investment.

All our workshop courses are interactive, including small group exercises, large group discussions, and instructor facilitation. Upon successful completion, you will receive an Integrated Process Developers, Inc (IPDI) certificate of completion.

COURSE OUTLINE

	1-Day Version	2-Day Version
Project Management Foundation Concepts	☑	☑
Why Agile Project Management?	☑	☑
Traditional / Predictive Proj Mgmt vs Agile Proj Mgmt	☑	☑
Triple Constraints (Scope, Schedule, and Cost)	☑	☑
When to use Traditional / Predictive vs. Agile Proj Mgmt	☑	☑
Agile Manifesto	☑	☑
Stakeholder Assessment & Key Decision Makers		☑
Agile Terms and Tools	☑	☑
Communications Planning		☑
Project Team Development		☑
Quality Planning		☑
Risk Management Planning		☑
Workshop Provided Agile Case Study / Simulation	☑	☑

Hybrid Approach to Project Management

Contact IPDI for a custom proposal to hold this course for your organization

4 day, 28 contact hours (PDU's) course

COURSE DESCRIPTION

As every great tradesperson and chef knows, the more tools you know how to use, the better your creations. Same is true for great project managers.

Each project is unique, which means the approach to each project needs to be unique as well. That requires today's project managers to be versatile in as many tools and techniques as possible.

A pure Traditional / Predictive / Waterfall approach or a pure Agile / Iterative approach to project management may not be applicable in every situation. What most organizations benefit from is a "blended" approach leveraging the best of both Traditional / Predictive / Waterfall and Agile / Iterative. In this course, you will learn how to use the best of both worlds to obtain incrementally better results.

This course utilizes many of the templates found in IPDI Project Management Template Library. You will have free access to this rich resource to use on your own projects.

You will be able to use the concepts learned the *very next day* on your projects, thus giving you the edge over your competition and an immediate return on your investment. All our workshop courses are interactive, including small group exercises, large group discussions, and instructor facilitation.

COURSE TOPICS

- Project Management Foundation Concepts
- Why Agile Project Management
- Project Management Process Groups and Knowledge Areas
- Traditional / Predictive Project Management vs. Agile Project Management
- Triple Constraints (Scope, Schedule, and Cost)
- When to use Traditional / Predictive vs. Agile Project Management
- Agile Manifesto
- Your Organization Selected Projects for Course Exercises
- Scope Statement
- Stakeholder Assessment and Key Decision Makers
- Work Breakdown Structure (WBS)

COURSE TOPICS (CONT.)

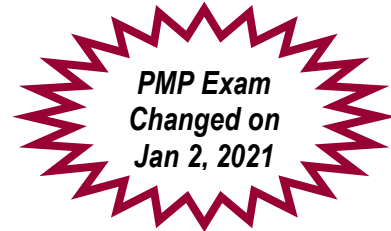
- Agile Terms and Tools
- Estimating Resources, Duration, and Costs
- Communications Planning
- Project Team Development
- Quality Planning
- Human Resource Planning and RASIC
- Schedule Sequencing
- Risk Management Planning
- Procurement Planning
- Workshop Provided Agile Case Study / Simulation
- Schedule Development, Trade-off Analysis and Baseline
- Project Execution
- Monitoring and Controlling Project Work
- Integrated Change Control
- Project Close-out

Ultimate Project Management Professional (PMP)[®] Prep Boot Camp

Contact IPDI for a custom proposal to hold this course for your organization

35 contact hours (PDU's) course over 4 or 5 days
4 days @ 9 hrs per day; 5 days @ 7 hrs per day
(Inquire about timing of virtual course sessions.)

You have looked at the rest – Now try the BEST!!



COURSE DESCRIPTION

This course is specifically designed to teach the course participants the necessary information to be able to pass the Project Management Institute's (PMI) Project Management Professional (PMP)[®] exam.

To speed up the time it takes to prepare for the exam, this course is taught in a 'boot camp' style typically taught in 5 straight days (onsite — virtual classes vary). However, other course configurations are possible (2 then 3 days; 1 then 2 then 2 days).

The course is taught by a veteran PMP[®] Exam Prep instructor who has been working with the *Project Management Institute, A Guide to the Project Management Body of Knowledge (PMBOK[®] Guide)* since its initial publishing. The course participants have access to the instructor, via e-mail, after the course is completed to assist with questions during post course exam preparation.

This course has been updated to include not only the traditional Predictive approach to project management but also the Agile / Hybrid approaches as well as covered in the newly reformatted exam.

The course is also aligned with the Exam Content Outline (ECO) published by PMI which breaks project management down into the three Domains:

- People
- Process
- Business Environment

Participants have access to IPDI's online template library to better understand the various outputs of the project management process elements – and to utilize them on their projects.

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The course wraps up with a discussion of IPDI's proven approach to a post-PMP course study regimen and PMP exam-taking methodology, to maximize each participant's final score.

The course comes with an Exam Pass Guarantee – see details for more information.

Upon successful completion, you will receive an Integrated Process Developers, Inc. (IPDI) certificate of completion.

IPDI PROVIDED COURSE MATERIALS

Each course participant receives:

- A copy of the *PMBOK® Guide* and the *Agile Practice Guide* – ideally delivered to the course participants two (2) weeks in advance for pre-class reading
- Binder with all of the course presentation slides
- IPDI's own PMP Prep supplemental book which contains:
 - Additional materials explanation of PMP materials
 - End of chapter exams
 - Multiple end of book two hundred (200) question Final Exams
- Post class: Access to additional two hundred question online Advanced exams in the style and format of the actual PMP exam.

Note: *If course participants are traveling (especially via air) to the course location, they should either make arrangements to ship their course materials back or pack lightly (extra room) for the course materials.*

OUR PMP EXAM “PASS GUARANTEE”

If a course participant who attended the total duration of our onsite course and passes IPDI's final online self-assessment (Practice Exam #2) with a score of 75 or higher on their first attempt but does not pass the exam within 90 days of completing the PMP Prep course, IPDI will pay the PMP re-exam fee. This removes the exam anxiety concerns of not passing the exam and needing to pay for a second attempt.

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Advanced Project Management Program

Contact IPDI for a custom proposal to hold this course for your organization

Each module is two 3.5 hour Live Virtual sessions worth 7 contact hours (PDU's) / 0.7 CEUs

PROGRAM DESCRIPTION

Many project management training organizations have a Fundamentals / Introduction to Project Management (IPDI does) and many project management training organizations have a PMP Prep course (IPDI does). However, there is much more to project management than fundamentals and the heavily theory based PMP Prep course.

That is why IPDI is launching its “Advanced Project Management Program” targeted to individuals and organizations that want to advance their knowledge beyond the superficial and theoretical to real-world, practical based project management methodologies.

If you want to advance your career and/or your organization to new heights, register now for one, some or all the modules in the Advanced Project Management Program

Module 1: Project Scope Management

- Project Charter / Scope Statement
- Requirements Gathering
- Work Breakdown Structure (WBS)
- Product Backlog / Kanban Board

Module 2: Introduction to Agile

- Traditional / Predictive Project Management vs. Agile Project Management
- When to use Traditional / Predictive vs. Agile Project Management
- Agile Manifesto
- Agile Terms and Tools
- Workshop Provided Agile Case Study / Simulation

Module 3: Project Resource & Schedule Management

- Resource Identification & Estimation
- Network Logic Diagram / Critical Path Method
- Kanban Board

Module 4: Project Quality Management

- Philosophy and Approach to Quality
- Quality Criteria
- Transition Planning and Management

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Module 5: Project Risk Management

- Risk Identification
- Qualitative Risk Analysis
- Poor Man's Approach to Monte Carlo
- Risk Response Planning

Module 6: Project Leadership Principles

- Priorities of a Leader
- Leadership Map
- DiSC Personality Styles
- Leadership Principles

Module 7: Stakeholder Management

- Stakeholder Analysis
- Skill Matrix
- Team Communication
- Meeting Management
- Team Development
- Problem Solving
- Delegation of Work
- Motivation
- Monitoring & Controlling Work
- Feedback

Module 8: Project Cost Management

- Cost Estimating
- Developing Budgets and Contingency Planning
- Earned Value Management

Module 9: Personal & Professional Time Mgmt & Emotional Intelligence

- The four steps to improve your overall time management:
 - Study: How you spend your time now
 - Plan: How you should spend your time to reach your goals
 - Act: What's the best use of your time right now
 - Achieve: Using time wisely, you will achieve your personal and professional goals
- The four aspects of Emotional Intelligence:
 - Self-Awareness
 - Self-Management
 - Social Awareness
 - Relationship Management

Module 10: Project Execution & Control

- Project Baselines
- Project Update Cycle
- Management by Variance
- Change Management

Project Management for Non-Project Managers

Contact IPDI for a custom proposal to hold this course for your organization

1 day, 7 contact hours (PDU's) course

COURSE DESCRIPTION

This course is specifically developed for the non-Project Manager who needs to understand the basics of project management.

Some organizations stipulate the formal process of project management for medium to large size projects. However, a vast majority of the projects done within organizations are short term, small projects – otherwise known as “assignments.” This course is a fast paced, one day session designed to give you simple tools to swiftly develop an effective approach to your assignments.

This is not ‘hard core’ project management, this is a down-to-earth approach to make you more successful within your organization.

This workshop is interactive, including small group exercises, large group discussions, and instructor facilitation.

LEARNING OBJECTIVES

Upon completion of this course, you will have learned a simple approach to successfully accomplish your assignments

You will learn basic information about your assignments, including:

- What are the expected results / outcomes?
- Who do I need to assist me with this assignment?
- What needs to be done to accomplish the assignment?
- When does the work need to be accomplished?
- What can go wrong?
- What if they change their mind during the assignment?

Executive Role in Project Management

Contact IPDI for a custom proposal to hold this course for your organization

½-day, 4 contact hours (PDU's) course

-or-

1-day, 7 contact hours (PDU's) course

-or-

2-day, 14 contact hours (PDU's) course

COURSE DESCRIPTION

Success of projects is not entirely on the shoulders of the project managers and the project teams. The organization needs to support the project in a variety of manners. This course explores the role of executives and sponsors in the success of its projects. The course uses group discussions and interactive exercises to enforce the learning objectives.

COURSE TOPICS

	½-day	1-day	2-day
Project Management Foundation Concepts	☒	☒	☒
Project Management Process Groups & Knowledge Areas		☒	☒
The Politics" of Project Management			
The strengths and weaknesses of project management in your organizational structure	☒	☒	☒
The different "sizes" of projects vs the "amount" of project management required	☒	☒	☒
Compare and contrast traditional vs Agile project mgmt		☒	☒
The roles and responsibilities of the Sponsor, Project Review Committee, Functional Manager, and the Project Manager	☒	☒	☒
The various styles and purposes of a Project Management Office (PMO)		☒	☒
How to properly initiate a project for success			
Prioritization of projects			☒
Progressive Elaboration vs Agile approach to "phasing" a project			☒
Scoping a project: Scope Statement vs Project Backlog			☒
Understanding the project and product requirements			☒
Determining the quality acceptance criteria			☒
Understanding the risks of the project			☒
Management reviews (gateway reviews vs. retrospectives)			☒
Change control for the project			☒

Leadership Skills for Managers and Executives

Contact IPDI for a custom proposal to hold this course for your organization

1 day, 7 contact hours (PDU's) course

-or-

2 day, 14 contact hours (PDU's) course

-or-

3 day, 21 contact hours (PDU's) course

COURSE DESCRIPTION

If only the success of a teams and organizations meant just doing what is supposed to be done, when it's supposed to be done.

But it isn't. The success of an organization (and I know it sounds like a cliché) is rooted in the leadership of the executives and managers involved as well as the teams they lead.

This course explores various leadership styles, motivational techniques and other skill sets a leader needs to be successful not only leading teams, but within the organization itself.

This workshop is interactive, including small group exercises, large group discussions, and instructor facilitation.

COURSE TOPICS

The 2-day and 3-day version of the course covers the following topics:

- The difference between being a leader vs. being a manager.
- The different aspects of the leadership map and where your strengths (and weaknesses) exist.
- Your personality style utilizing simple self-examination questions.
- Communications requirements for people with different personality styles.
- What "commitment" means.
- The Five Behaviors of a Cohesive Team.
- How leadership methods need to change based on specific situations and people.
- How to use the Spheres of Influence model to evaluate the way different people influence organizations.
- The RASIC(E) method of task assignment so everyone knows their role and responsibilities.
- The five stages of team development and how they affect the team and your leadership approach.

COURSE TOPICS, cont.

- The fine art of task delegation – the right and wrong way to do it.
- Several different motivational methods.
- Proper method of providing constructive, not destructive, feedback.
- How properly led meetings can prove your leadership ability – and improve the success of your team and organization.

The 3-day version of the course covers the above topics plus:

- The 4 aspects of Emotional Intelligence, your personal EI scores and how to improve them.
- Tools to better manage your 24-hour day, to prioritize your work, and to get the most important things done as well as how to avoid “time sponges.”

The 1-day version of the course can cover selected topics from the above list. Contact IPDI to discuss which topics you would like to cover.

Personal Time Management

Contact IPDI for a custom proposal to hold this course for your organization

1 day, 7 contact hours (PDU's) course

COURSE DESCRIPTION

You are given the same 24 hours a day, 7 days a week, and 365 days a year as Mother Teresa, Nelson Mandela, Albert Einstein, Thomas Edison, and others who made a big impact on the world.

The difference between your productivity and impact and theirs just may be what you do with all that time. Do you waste it, spend it, or invest it?

The course uses a modified *Deming Cycle* to work through the process of Studying, Planning, Acting and Achieving your time. The beauty of this course is that it doesn't just look at your workday, but your full 24-hour day — investigating how to improve both your time efficiency at work but also away from work. This comprehensive outlook is the only way to achieve both your work and personal life goals.

In the **Study** aspect, you will investigate how you spend your time typically. It is helpful if the course participants track their time usage for the week prior to the course and bring that data with them to analyze.

In the **Plan** portion of the course, we will look at the Eisenhower's Urgent/Important Principle (made famous by Stephen Covey) to prioritize how you spend your time. The ABC / 123 method is also investigated as a prioritization method. You will then have an opportunity to develop task list / to-do list for your work and home responsibilities.

Then we undertake the most controversial aspect of the course — planning your Ideal Day Template and Ideal Week Template — practicing how to place your high priority tasks to make the most of your time.

In the **Act** aspect, the question will be asked, "What is the best use of my time right now?" We will also investigate the 'time sponges' that soak up our day without adding any value, and we'll brainstorm solutions to them.

In the **Achieve** portion of the course, we will discuss these specific ways of adding value to our days. Did you know that if you saved 10 minutes per day, you would have an extra 60 hours per year? What could you do differently, or stop doing, to save 10 minutes per day? What would you do with those extra 60 hours per year?

This workshop is interactive, including small group exercises, large group discussions, and instructor facilitation.

Emotional Intelligence

Contact IPDI for a custom proposal to hold this course for your organization

1 day, 7 contact hours (PDU's) course

COURSE DESCRIPTION

“Emotional Intelligence” explores the third part of a successful leader – Emotional Capability.

Technical skills and intellectual capability take you only so far to success. People who master Emotional Intelligence tend to be more successful than those who don't.

This course utilizes a short, online survey to help you determine your EI scores for the four aspects of Emotional Intelligence:

- Self-Awareness
- Self-Management
- Social Awareness
- Relationship Management

Daniel Goleman, a leader in this field, has identified that successful managers and leaders possess a high percentage of emotional intelligence

- Achieved better financial results,
- Developed more effective and supportive organizational climates or culture, and
- Achieved higher productivity gains with their workforce.

EI contributes 80% to 90% of the competencies that distinguish outstanding leaders from average leaders.

In class case studies are used to help people see EI issues in themselves and others.

LEARNING OBJECTIVES

After completing this course, you'll know:

- What Emotional Intelligence is and how it differs from technical skills and IQ.
- The specific aspects of the four areas of Emotional Intelligence and how you can personally improve on each of them.
- How to become an Emotionally Intelligent organization.
- How to use personal reflection to change your own Emotional Intelligence and improve your life on both a professional and personal level.

The course is interactive, including small group exercises, large group discussions, and instructor facilitation. Personal reflection time and small group, confidential discussions, are used to help people move through the process.

Stakeholder and Communication Management

Contact IPDI for a custom proposal to hold this course for your organization

1 day, 7 contact hours (PDU's) course

COURSE DESCRIPTION

To better communicate with stakeholders (a fancy word for people), you first need to understand the person.

This course first explores the various “types” of stakeholders using a fun, but enlightening model of the three dynamics of stakeholders. Participants are broken into groups which then look at each stakeholder scenario to determine:

- If their current position is a “threat” or an “opportunity” to the team and organization.
- What needs to be done to move them to a more favorable position.
- What needs to be prevented to try to keep them from becoming more detrimental to the team and organization.

The course moves to a discussion of the five stages of team development, using the Tuckman model. Small group and large group discussions are used to help to determine where people's teams are (in the stages) and what they need to do to actively move them to a more favorable position and to keep them from backsliding down the scale.

In a stand up, move around the room exercise, the DiSC model is utilized to help people realize that not everyone thinks, processes information and responds the same way as themselves. The group discusses these dynamics and how they can personally leverage this information in their teams and organizations.

An in-class case study is used to help attendees understand how to present a persuasive argument to different “levels” in the organization. The whole class will then provide feedback on what motivated them and what, unintendedly, demotivated them.

The course next considers the two main communication models and the three methods of communicating — evaluating their pros and cons and when to use which methods.

The instructor will introduce an interactive, realistic, and humorous look at how teams communicate (more like miscommunicate) and how to improve in the future.

The course concludes by looking at the area when communication seems to fail the most — meetings. The group will discuss why meetings fail and ways to prevent such problems in the future.

This workshop is interactive, including small group exercises, large group discussions, and instructor facilitation.

Recovering Troubled Projects

Contact IPDI for a custom proposal to hold this course for your organization

1 day, 7 contact hours (PDU's) course

COURSE DESCRIPTION

Recovering Troubled Projects will outline the necessary steps to stop the hemorrhaging and get the project back onto the path to success.

No matter if you use Traditional / Predictive project management or Agile project management, study after study has shown that a majority of projects are either challenged or outright failures.

This course outlines the 7 Project Recovery Steps:

1. Detect: Admit the severity of the problem
 - Poor performance
 - Excessive thrash
 - Fuzzy finish line
 - People problems
2. Stabilize: Stop life-threatening bleeding
 - Triage
 - Project Stakeholder Analysis
3. Diagnose: Find root causes
 - Project Priorities
 - Administrative Procedures
 - Manpower Resources
 - Technical Opinions and Performance Tradeoffs
 - Cost
 - Schedules
 - Personality conflict
4. Design Recovery: Re-aim & re-plan
 - Set Expectations for Re-planning
 - Philosophy of Recovery Planning
 - Back to Fundamentals of Project Mgmt
 - Success Factors
5. Implement: Regain control
 - When Cancellation May Be Best
 - Implement the Recovery Plan
 - Recovery Starts with: People
 - Recovery: Process
 - Recovery: Product & Technology
6. Monitor & Steer: Focus, monitor & communicate
 - In the first weeks of the turnaround plan, drive the program using the “Three-Legged Stool” approach
7. Prevent: Learn from mistakes
 - Use a retrospective to learn lessons for future projects – and this one
 - While the pain is fresh, determine ways to prevent future problems
 - Successful retrospectives:
 - Broad range of team members with different perspectives
 - Actions are prioritized, communicated and followed-up
 - Prevent fires – and don’t reward arsonists!!

This workshop is interactive, including small group exercises, large group discussions, and instructor facilitation.

Assessing & Managing Project Risk

Contact IPDI for a custom proposal to hold this course for your organization

1 day, 7 contact hours (PDU's) course

-or-

2 day, 14 contact hours (PDU's) course

COURSE DESCRIPTION

Tired of being surprised by the same problems over and over again on your projects? The only time you should be surprised is on your birthday!

Project Risk Management focuses on:

- Dealing with the inevitable negative events which could occur on the project and determining methods to either decrease the probability of those events or decrease the impact they will have on the project, or both.
- Dealing with the potential opportunities which could occur on the project and determining methods to either increase the probability of those events or increase the impact they will have on the project, or both.

For risks of the project to be properly defined, it is necessary to interface with the key stakeholders of the project. As with the other aspects of project planning, the risk plan should by no means be developed "in a vacuum." This course is designed to give you a working knowledge of risk management for projects. You will be able to use these concepts the very next day on your projects thus giving you the edge over your competition.

This workshop is interactive, including small group exercises, large group discussions, and instructor facilitation.

LEARNING OBJECTIVES

After completing this course, you'll understand:

- Why projects fail.
- Contract types vs. Seller risk vs. Change Control requirements.
- Prevention vs. Recovery.
- Requirements for a good Integrated Change Control system.
- Business aspects of Change Control.
- How to know exactly what changed.
- Three negotiation styles.

COURSE TOPICS

	2-day version	3 day version
Proactive Risk Management	☒	☒
Risk Management Process	☒	☒
Plan Risk Management Awareness Level		
• Introductory Level	☒	
• Advanced Level		☒
Identify Risks		
• Introductory Level	☒	
• Advanced Level		☒
Qualitative Risk Analysis	☒	☒
Stakeholder Risk Identification and Response Planning		☒
Quantitative Risk Analysis		☒
Plan Risk Response		
• Introductory Level	☒	
• Advanced Level		☒
Implement Risk Responses		☒
Control Risks		☒

Integration and Scope Management

Contact IPDI for a custom proposal to hold this course for your organization

2 day, 14 contact hours (PDU's) course

COURSE DESCRIPTION

The fundamental necessity of every project is to understand the scope of the project – what are you supposed to deliver to the customer, either internal or external, when the project is complete. It is also absolutely necessary to understand what is out of scope – and how to deal with the evil Scope Creep which, in the opinion of IPDI, is the #1 reason for project failure.

This course investigates tools and techniques necessary to determine the scope of the project, obtain stakeholder buy-in to the project and manage the changes that occur on every project.

This workshop utilizes projects from your organization so the participants can learn the concepts by applying them directly to the work the projects they are working on. The course is interactive, including small group exercises, large group discussions, and instructor facilitation.

LEARNING OBJECTIVES

After completing this course, you'll be able to:

- Select the proper project life cycle for your project.
- Create a project charter.
- Determine and analyze the various stakeholders on your project.
- Develop a stakeholder management strategy.
- Determine the project requirements.
- Create a Work Breakdown Structure (WBS) to establish effective resource and duration estimates.
- Understand the impact that changes can have on your project.
- Obtain customer verification of project deliverables.

Project Estimating and Scheduling

Contact IPDI for a custom proposal to hold this course for your organization

2 day, 14 contact hours (PDU's) course

COURSE DESCRIPTION

One of the most challenging aspects of planning a project is determining realistic estimates and schedules. Delivering projects within the scope, schedule, and cost requirements is very difficult. We have all been in the situation where we have had to meet impossible completion dates and budget requirements. But with the proper skills and knowledge, you can develop schedules and budgets to prevent these problems.

This workshop is interactive, including small group exercises, large group discussions, and instructor facilitation. You will be able to practice what you learn on a project of your choosing from your work.

This course utilizes many of the templates found in IPDI Project Management Template Library. As an attendee, you are given free access to these helpful worksheets, and you are free to use them on your own projects.

LEARNING OBJECTIVES

After completing this course, you'll be able to:

- Create a Work Breakdown Structure (WBS) to establish effective resource, duration and cost estimates.
- Understand the four techniques for resource, duration, and cost estimating:
 - o Analogous
 - o Parametric
 - o Bottom-up
 - o Three Point
- Understand the four different logic types used to model the proper flow of the project.
- Develop a preliminary schedule using Critical Path Method (CPM).
- Establish effective adjustments, including risk responses, to the preliminary schedule.
- Accurately update the schedule-based work performance.
- Understand aspects of Earned Value Analysis (EVA) in project updates and forecasts.

Quality Management for Organizations

Contact IPDI for a custom proposal to hold this course for your organization

2 day, 14 contact hours (PDU's) course

COURSE DESCRIPTION

Want to see your customer smile and say “Thank You” at the end of your projects?

Getting “Customer Satisfaction” is what it is all about if you want to continue, and grow your organization!

This course is designed to give you a working knowledge of quality management for operations, projects and organizations. You will be able to use these concepts the very next day thus giving you the edge over your competition.

The course provides participants with the quality management principles, techniques, tools and skills for next day applications useful in your organization regardless of the industry you are in – healthcare, government, service, engineering, manufacturing, education, etc.

The course utilizes the best practices for Quality Management as outlined by American Society for Quality (ASQ) and the Project Management Institute, A Guide to the Project Management Body of Knowledge (PMBOK® Guide).

This workshop is interactive, including small group exercises, large group discussions, and instructor facilitation.

LEARNING OBJECTIVES

After completing this course, you'll be able to:

- Understand the history of quality and why it is important.
- Identify the basic concepts of quality.
- Understand the different aspects of the Cost of Quality.
- Put together a quality management plan.
- Understand the difference between Quality Assurance and Quality Control.
- Use the different Quality Control tools effectively.

Procurement and Contract Management

Contact IPDI for a custom proposal to hold this course for your organization

2 day, 14 contact hours (PDU's) course

COURSE DESCRIPTION

If your customer is external to your organization, you are in a procurement / contract situation.

If you use external vendors and suppliers, you are in a procurement / contract situation.

How you setup and execute the procurement / contract situation can either drive your team and organization towards success or failure – and everyone would prefer success.

This interactive, workshop style course is designed to give you a working knowledge of procurement management. You will be able to use these concepts the very next day, thus giving you the edge over your competition. The course is designed to provide participants with the procurement management principles, techniques, tools, and skills for next-day applications useful in your organization and a wide range of businesses – healthcare, government, service, engineering, manufacturing, education, etc.

This workshop is interactive, including small group exercises, large group discussions, and instructor facilitation.

LEARNING OBJECTIVES

After completing this course, you'll understand:

- The fundamentals of procurement management.
- The elements of a contract.
- The five different categories of procurement.
- What is involved in a Make vs. Buy decision.
- What is included in a procurement package.
- The different types of contracts and their relative risk.
- What is involved in conducting a procurement process.
- How to evaluate seller proposals.
- The basics of negotiation.
- The fundamentals of administering a contract.
- How to close a contract.

Effective Project Cost Management

Contact IPDI for a custom proposal to hold this course for your organization

2 day, 14 contact hours (PDU's) course

COURSE DESCRIPTION

Every project manager is concerned with cost because every organization measures cost as a sign of success. Knowing how to evaluate projects to determine which projects are most feasible is key to the success of your organization. Good projects start with good estimates, and this course will teach various methods to create good estimates.

This course:

- Focuses on one of the nine knowledge areas of project management, Project Cost Management.
- Is designed to give you a working knowledge of cost management for projects. You will be able to use these concepts the very next day on your projects, thus giving you the edge over your competition.
- Is designed to provide participants with the cost management principles, techniques, tools, and skills for next day applications. These principles are useful in your organization and a wide range of businesses – healthcare, government, service, engineering, manufacturing, education, etc.

This course is interactive, including small group exercises, large group discussions, and instructor facilitation.

LEARNING OBJECTIVES

After completing this course, you'll be able to:

- Understand the fundamentals of cost management and the two basic financial reports used on projects.
- Perform basic Cost – Benefit analysis using Payback Periods, Net Present Value, and Internal Rate of Return.
- Understand the four techniques for cost estimating:
 - o Analogous
 - o Parametric
 - o Bottom-up
 - o Three Point
- Convert a cost estimate into a budget.
- Understand earned value techniques to control costs.

Responding to Project Modifications from Sponsors and Clients

Contact IPDI for a custom proposal to hold this course for your organization

1 day, 7 contact hours (PDU's) course

COURSE DESCRIPTION

The old adage was “There are two things in life that are a given: death and taxes”. Well, the new adage is “There are three things in life that are a given: death, taxes, and changes in your projects”.

Changes are inevitable on all projects. How you manage changes can make your project successful or cause it to fail. However, you, the project manager are the not the only one involved in the change control process. The project sponsor and organizational executives play a key role in dealing with changes, not only in their relationship with the project manager but also with the project customer, especially if it is an external customer.

This workshop is interactive, including small group exercises, large group discussions, and instructor facilitation.

LEARNING OBJECTIVES

After completing this course, you'll understand:

- Why projects fail.
- Contract types vs. Seller risk vs. Change Control requirements.
- Prevention vs. Recovery.
- Requirements for a good Integrated Change Control system.
- Business aspects of Change Control.
- How to know exactly what changed.
- Three negotiation styles.

ABOUT IPDI

Integrated Process Developers, Inc. (IPDI) is an international management training and consulting company with over 20 years of experience in the industry. IPDI has worked with organizations of all sizes – from Fortune 100 companies to small, privately held companies. IPDI has also worked with Federal, State and Local governments and non-profit organizations.

One-size does not fit all! IPDI excels at being able to customize their approach to various organizations. Whenever possible, courses utilize in-class discussions about the organization's actual projects. This allows the participants to transfer the knowledge gained in class back to their work environments.

View our website (processdevelopers.com) or contact us (ipdi@processdevelopers.com) to learn how we can help you and your organization to become more effective and efficient by ***solving tomorrow's problems today.***

IPDI PROVIDED COURSE MATERIALS

- Each course participant will receive a binder with the MS PowerPoint slides
- Hardcopy of IPDI templates utilized in the course, when applicable
- Access to IPDI's extensive online library of project management templates (both *.pdf and *.xlsx formats) that can be used on projects immediately upon completion of the course.

WHO SHOULD ATTEND

- Project Managers / Team Leaders
- Team Leaders moving into team leadership positions
- Key Team Members
- Functional Managers
- Process and Performance Improvement Team Members
- Business Planning Personnel

COURSE SIZE

Minimum of 6 people; Maximum of 20 people

LOCATION

Training courses can be held at your company's location or local conference / training center.

PRE-REQUISITES

Bring an open mind and a willingness to learn new techniques to manage your projects. For applicable courses, some organizations find it beneficial to pre-arrange the teams of four or five people each and what project each team will work on.

WORKSHOP OWNERSHIP

All workshops, materials, exercises, examples, templates, etc., remain the sole property of Integrated Process Developers, Inc. (IPDI), and may not be used for any purpose other than that agreed to by IPDI in writing prior to use. Contact IPDI if you wish to license this or any of IPDI's courses.

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TYPICAL TRAINING COURSE LOGISTICAL INFORMATION

Pre-Class Preparation

If the course contains exercises that utilize your own organization's projects, some organizations find it beneficial to pre-arrange the teams of 4 to 5 people each (a minimum of 4 people per team is desired) and what project each team will work on (a different project for each team is best).

The projects should be medium in size and require involvement from various areas of the organization. They also should be towards the beginning of the project or the beginning of the next major aspect of the project.

Typical Course Timing (Live-Virtual) - each virtual session is 3.5 hours long

	Morning Session	Afternoon Session
Instructor Arrival Time:	8:00 am	12:30 pm
Day 1 Start Time:	8:30 am	1:00 pm
Break #1 (approx.):	9:30 – 9:40 am	2:00 – 2:10 pm
Break #2 (approx.):	10:40 – 10:50 am	3:10 – 3:20 pm
Finish Time:	12:00 Noon	4:30 pm

Typical Course Timing (Onsite)

Instructor Arrival Time:	7:30 am
1 Start Time:	8:30 am
Morning break (approx.):	10:00 – 10:15 am
Lunch:	12:00 – 1:00 pm
Afternoon break #1 (approx.):	2:15 – 2:25 pm
Afternoon break #2 (approx.):	3:20 – 3:30 pm
Finish Time:	4:30 pm

Training / Conference Room Information

Classroom arrangement:

Ideally either four (4) pods of five (5) people each or a "U" shape

Client provided classroom equipment requirements:

- LCD projector and screen
- Tables with sufficient room for group work
- Wall space for four (4) groups to work
- Four (4) easels and five (5) flip chart pads
- Four (4) markers per easel (various colors) – 16 total
- One (1) pad of 3"x3" Post-It style note and two (2) pads of 3"x5" Post-it style notes
- One (1) roll of masking and/or painter's tape

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CLIENT SUPPLIED INFORMATION

All information is to be provided to IPDI at least 21 calendar days prior to the start of class.

Point of Contact:

Name:

Address:

Work phone:

Mobile phone:

Email address:

Alternative Point of Contact:

Name:

Address:

Work phone:

Mobile phone:

Email address:

Classroom location address:

Shipping address of the Training Site:

NOTE: IPDI will either ship the course materials to arrive approximately 3 business days prior to the course start or the instructor will bring them on Day 1 of the course.

Specific site security information (if applicable):

Parking Requirements:

Estimated Number of Participants:

List of participant names:

(To be provided by client 7 calendar days prior to the course start date)

Client provided refreshments:

Breakfast Provided?	Yes / No - If "Yes", Continental or Hot Breakfast
AM Refreshments?	Yes / No - If "Yes" what is provided?
Lunch Provided?	Yes / No - If "Yes", in the room or onsite cafeteria
PM Refreshments?	Yes / No - If "Yes" what is provided?

Add'l Information that would be helpful:

Travel Arrangements

Best airport to fly into (if applicable)

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Project Management Speakers

Is your organization looking for a keynote speaker well versed in project management consulting and training, with years of experience, and the ability to engage your audience? Integrated Process Developers, Inc. is your source for PMP speakers able to create and deliver presentations on a variety of topics.

Many organizations are performing their own Professional Development Days (PDD) which allows them to pick topics specific to their needs and hold internal discussions as to how to utilize what they have heard and learned in their work. Look through this extensive list of topics and put together your own PDD.

The topic lengths are indicated but most can be modified (increased or decreased in length) to fit your requirements.

Speakers

Doug Boebinger, BS, MS, PMP, has over 25 years of experience as a project manager in multiple industries as well as an internationally sought-after keynote speaker and corporate instructor. Mr. Boebinger has performed Professional Development Days and Chapter Meeting speaker engagements for numerous PMI chapters.

Bill Dannenmaier, BS, MA, MBA, PMP, has over 30 years of experience as a project manager across industries. He is a sought-after speaker and corporate trainer and has worked in over 20 countries on five continents. He has conducted day-long workshops and chapter meetings for Project Management Institute (PMI®) chapters across the US and in Canada.

Myles D. Miller, MBA, MCSE, PPS, PMP, has led corporations and non-profit organizations to new heights and enhanced abilities through online and in classroom professional development training. His customized online training center solutions have provided developmental skills to thousands of individuals.

Tom Mochal, PMP, PgMP, PfMP, PMI-ACP, SPC4, is an expert instructor and consultant on project management, project management offices, development lifecycle, portfolio management, application support, people management and other related areas. He has taught hundreds of classes to thousands of students in his work as a speaker, instructor, and consultant for organizations and companies around the world.

Invite one of our speakers to your upcoming event!

Email `ipdi [at] processdevelopers [dot] com`.

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Presentation Titles and Short Descriptions:

Below are several of the presentations our speakers can present and have presented all over the world!

Doug Boebinger's "Poor Man's" series:

"PM2: Poor Man's Project Management" is a system approach to the numerous simpler projects that do not require the full suite of project management tools, but still need to be planned and executed to be a success in your workplace (and at home)

"Poor Man's Approach to Monte Carlo" answers one "simple" question – "what is the probability of success of your project plan meeting its schedule and cost goals?" To do full Monte Carlo on a project is time and cost prohibitive. However, the "Poor Man's Approach..." looks at a "Pareto" approach to the problem – get 80% of the benefit with 20% of the effort. The presentation will walk through a simplified approach that yields results that can be used in your final project planning. And there is a dice game pitting teams against each other to solidify the Poor Man's Approach to Monte Carlo concepts. Duration: 1 hour

"Poor Man's Approach to Earned Value" is a powerful tool that is not used to its full effectiveness due to the (perceived) complexity and amount of information needed. The "Poor Man's Approach..." looks at a "Pareto" approach to the problem – get 80% of the benefit with 20% of the effort. If your audience isn't familiar with Earned Value, not a problem, this presentation assumes no prior knowledge of Earned Value and presents it in an intuitive way with great success. An MS Excel spreadsheet is demonstrated in the presentation which can be downloaded after the presentation.

Duration: 2 hours

"Poor Man's Approach to Scheduling" Yes, it is blasphemy to say it, but you can develop a well-planned schedule without Microsoft Project – and, dare I say, critical path technique (gasp). There, I said it. This presentation looks at a "Pareto" approach to the problem – get 80% of the benefit with 20% of the effort. A simple, straight forward method to get the team to build a schedule for their project, while building the team and project understanding at the same time. An MS Excel spreadsheet is demonstrated in the presentation which can be downloaded after the presentation.

Duration: 1 hour

Other presentations by Doug Boebinger:

“The Black Swan” (no, not the movie) explores the concept of Risk Management dealing with very high impact, very low probability risks known as “Black Swans”. These risk events, when they happen (not if they happen), change the world – and not always for the good. The question is, do you know how to deal with the impact of the highly improbable risks known as “The Black Swan” (no, not the movie).

Duration: 1 hour

“Emotional Intelligence: How well do you identify and control your emotions” explores the third part of a successful leader – Emotional Capability. Technical skills and intellectual capability take you only so far to success. People who master Emotional Intelligence tend to be more successful than those who don’t.

Duration: 2 hours

“Failure: An Essential Step to Success” Success is not a given, but failure is. How we deal with failure will determine how successful we will ultimately be. This presentation looks at the role that trying but not succeeding plays in our eventual success and how to overcome the failures to reach that success.

Duration: 1 hour

“Recovering Troubled Projects (How to get out of your boss’s office – since you are already in it) ”

This presentation looks the necessary steps to stop the hemorrhaging and get the project back onto the path to success. The more time for the presentation, the more depth that can be explored.

Duration: 2 hours or 4 hours

“Re-Draw the Map (an exercise in understanding requirements, quality criteria and risk) ”

A fun filled twist on the cause and effect of some of the most common problems on projects. The presentation starts with an interactive game to demonstrate the basics needs when determining project requirements, quality criteria and risks. This gets people out of their seats from the start.

Duration: 2 hours

“Effectively Managing Project Stakeholders (if that is even possible)” People are the key to project success, but they can be the biggest variable as well. The group is broken into eight teams to discuss the eight “types” of stakeholders (one per team), their effect on the project and how best to interact with them. The presentation also looks at the five phases of team dynamics and how a project manager needs to act and react to them.

Duration: 1 hour

Other presentations by Doug Boebinger (cont.)

“Negotiation: Nobody likes it, but we have to do it” Nobody likes to buy a car, mainly due to the negotiation that is inevitable. This presentation looks at the traditional methods used in negotiation – hard vs soft and then proposed a better way: principled negotiation. Principled negotiation looks at a way to negotiate to solve the problem as opposed to win the battle. During the presentation, teams of two will get a chance to practice principled negotiation with an opposing team in a mock negotiation exercise.

Duration: 2 hours

“Personal Time Management: What you with your time is your decision (believe it or not)”

Everyone gets 24 hours per day – each and every day. What you do with it is up to you. Really, it is up to you. This presentation looks at methods to determine, plan, prioritize and act to get the most out of your day – including the fun things like sleeping, eating and time with family. The more time for the presentation, the more depth that can be explored and exercises performed.

Duration: 1 hour, 2 hours, or 4 hours

Presentations by Bill Dannenmaier

“Bad Apple Management Leadership Lecture”: This talk reports on the latest research in managing difficult people on project teams, their effect on team performances, and organizational responses to bad apples.

Duration: 1 hour

“Change Control” This talk introduces the concept of structured change control as it is used in high-pressure and intense projects. Management of change is presented in a context of risk management.

Duration: 1 hour

“Earned Schedule Management” This talk introduces a concept, Earned Schedule Management (ESM), that has recently been added to a project manager’s toolkit of techniques for managing expectations and estimates of schedule on active projects.

Duration: 1 hour

“ISO and PMBOK® Guide Overview” This talk discusses two project management standards, ISO 21500 and the PMI’s PMBOK® Guide and discusses the differences and similarities between the two standards.

Duration: 1 hour

“Monte Carlo – Introduction and Application” This talk introduces the concept of Monte Carlo simulation modeling that underlies much of risk management and forecasting models. The talk discusses how Monte Carlo simulations are created and provides the participants with a simple Monte Carlo tool as a takeaway from the talk.

Duration: 1 hour

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Presentations by Bill Dannenmaier (cont.)

“Project Management in a PMI® Context” This talk introduces the place and context of the Project Management Institute and its impact on the profession and practice of project management.

Duration: 1 hour

“Pulse of the Profession Research Results” This talk discusses the place of research in the project management discipline and presents the results of the past several years of PMI’s Pulse of the Profession research studies. It then discusses how project managers can apply that research to improving the discipline within their own organizations.

Duration: 1 hour

“Risk Management Workshop” This talk introduces the concept of structured project Risk Management according to the process established by the PMI. The talk introduces the six steps of the PMI risk management process and does a short dive into project risk prioritization using a pairwise comparison tool that is provided to the participants as a takeaway from the talk.

Duration: 1 hour

Presentations by Myles Miller

“Assertiveness – Working with People and Not Against Them” Do you consider yourself to be assertive? And what does being assertive mean to you? Does it mean exercising your rights all the time, every time? Or does it mean knowing when to let someone else or some other cause or outcome take precedence over your rights?

Duration: 1 hour

“Beating Procrastination – Manage Your Time, Get It All Done” If you’ve found yourself putting off important tasks over and over again, you’re not alone. In fact, many people procrastinate to some degree – but some are so chronically affected by procrastination that it stops them fulfilling their potential and disrupts their careers. The key to controlling this destructive habit is to recognize when you start procrastinating, understand why it happens (even to the best of us), and take active steps to manage your time and outcomes better.

Duration: 1 hour

“Effective Emails – Taming Your Inbox” When used appropriately, email is an incredibly useful communication tool. But, many of us feel overwhelmed by the amount of mail that we receive and need to respond to. However, there are ways to manage your email so that you’re more productive. We’ll explore strategies for doing this, so that you can get on with the real work at hand.

Duration: 1 hour

“Emotional Intelligence – Learning How to Be More Aware” Know anyone who never lets their temper get out of control, no matter what problems they are facing. You might think of someone who has the complete trust of her staff, always speaks kindly, listens to her team, is easy to talk to and always makes careful, informed decisions. We’ll look at why emotional intelligence is so important for anyone – and how you can improve yours.

Duration: 1 hour

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Presentations by Myles Miller (cont.)

“Generational & Cultural Diversity – How to Work Well With Everyone” In the last decade, several differences in the work habits of younger and older women across an array of occupational fields have been observed. In particular, the younger women tend to more often question workplace expectations, such as long work hours or taking work home, and they often are more open about their parenting obligations and commitments.

Duration: 1 hour

“Estimating Time Accurately” Accurate time estimation is a skill essential to good project management. Usually people vastly underestimate the amount of time needed to implement projects. This is true particularly when they are not familiar with the task to be carried out. They forget to take into account unexpected events or unscheduled high priority work. People also often simply fail to allow for the full complexity involved with a job.

Duration: 1 hour

“Managing Interruptions – Manage Focus and Control of Your Time” Everyday interruptions at work can be a key barrier to managing your time effectively and, ultimately, can be a barrier to your success. Because your day only has so many hours in it, a handful of small interruptions can rob you of the time you need to achieve your goals and be successful in your work and life. More than this, they can break your focus, meaning that you have to spend time re-engaging with the thought processes needed to successfully complete complex work.

Duration: 1 hour

“Planning Large Projects and Programs” As projects get larger, they can reach a level of complexity where ad hoc approaches to project management become wasteful and inefficient. For these projects, project management becomes a technical discipline in its own right. To run such projects efficiently, project managers use formal project management methodologies such as PMBOK® Guide or PRINCE2.

Duration: 1 hour

“Running Effective Meetings – Establishing an Objective and Sticking To It” There are good meetings and there are bad meetings. Bad meetings drone on forever, you never seem to get to the point, and you leave wondering why you were even present. Effective ones leave you energized and feeling that you’ve really accomplished something. Learn what makes a meeting effective.

Duration: 1 hour

“Prioritization – Making the Best Use of Your Time and Resources” Prioritization is the essential skill that you need to make the very best use of your own efforts and those of your team. It’s also a skill that you need to create calmness and space in your life so that you can focus your energy and attention on the things that really matter. It’s particularly important when time is limited, and demands are seemingly unlimited. It helps you to allocate your time where it’s most needed and most wisely spent, freeing you and your team up from less important tasks that can be attended to later... or quietly dropped.

Duration: 1 hour

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Presentations by Tom Mochal

“Applying Governance on Projects” Governance is the term used to describe the creation and enforcement of your processes, policies and standards. There are two components – defining good processes and enforcing them. Governance is a top-down management process and requires each manager to be accountable for ensuring their direct reports follow the rules.

Duration: 1 hour

“A Worldwide Tour of Quality Management Practices” Companies and organizations all over the world are trying to become more quality focused. This has led to a multitude of different quality management practices. Some of the programs, such as Six Sigma, are well known although perhaps not well understood. Many of the programs are only known by the practitioners. The purpose of this presentation is to briefly introduce many of these quality management practices, from total quality management to Kaizen to Poka-Yoke and more. It is an interesting look at the diversity of quality practices.

Duration: 1 hour

“An Overview of Agile Development Practices” For many years, there were two major approaches for structuring Information Technology (IT) development projects – traditional waterfall or iterative development. In the last few years, however, new approaches have surfaced that fall under the general category of “light” methodologies. Calling them methodologies is probably too broad a word. It might be better to refer to them as development approaches, or even philosophies. The purpose of this session is to provide an overview of the terminology and concepts of light methodologies, using Agile, Scrum and Extreme Programming as examples.

Duration: 1 hour

“Using Project Management as an Enabler” Projects are the way that your company moves toward its desired future state. Project management is an enabler to help you execute these projects successfully. This session looks at discreet project management processes and describes how each process enables a project manager to achieve project success. We will quickly discuss the history of project management, why project management is important and applying project management as a value-added enabler to project success.

Duration: 1 hour

“Measuring the Value of a PMO – The PMO Scorecard” We often state that a PMO must provide value to the organization or else it is likely to be cut or eliminated. Many PMOs struggle trying to show this value. This is generally for two reasons. First, many PMOs simply don’t provide much value. Therefore, it is hard to justify the work that the PMO performs. The second reason, and probably more common, is that the PMO is providing value, but it has a hard time articulating and measuring the value provided. If you fit this second category (providing value but don’t know how to measure) this presentation will help. We will discuss the creation of a PMO Scorecard.

Duration: 1 hour

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Presentations by Tom Mochal (cont.)

“Portfolio Management Demystified” No company has the resources to meet all of its business needs. This is true in the best of times. It certainly is even truer when times are tough. Even if your company is a rare one that has all the money it needs, you definitely do not have the people to complete everything you would like. Portfolio management is a process to ensure that your company spends its scarce resources on the work that is of the most value to your company, and work that is most closely aligned to your business goals and strategies. You will leave with tactics and strategies you can immediately apply to improving or building your own portfolio management process.

Duration: 1 hour

“Successfully Market Your PMO” Many PMOs aren’t articulating the value of their PMO to their organization. The result is that the PMOs may be considered overhead. In this presentation we will discuss why PMOs need to do a better job in value-based communication. You will learn practical tips and techniques you can apply in your own organization, as well as a framework for creating a Communication Plan for the PMO and how to focus on value-based vs. activity-based communication. You will leave with tactics and strategies you can immediately apply to improving or building your own PMO.

Duration: 1 hour

“Green Project Management”: The world is going green. We are collectively realizing that we do not have an unlimited amount of air or water or space to continue to utilize resources as we have done in the past. How can we apply these “green” concepts to our project management discipline? One obvious way is that we can manage green projects more efficiently. The sooner that project ends, the sooner the green benefits will be achieved.

Duration: 1 hour

“Now is the Time to Assess for Success” Organizations all over the world are trying to get better at project management. For the vast majority of companies this means using their own employee backgrounds and experiences to map a course for improvement. This approach is fine but it also limiting. Different people have different views for what an optimized project management organization looks like. You will learn the value associated with an organization assessment, plus an overview of these two project management standards.

Duration: 1 hour

“Implementing Value-Add, Scalable Project Management Processes” Project management processes must provide value to a project, and the way to make sure that they provide value is to make sure they are scalable. Large projects need more rigorous processes. Small projects need lighter, agile processes. This presentation will explore the concept of implementing value-added, scalable project management processes. It is a must-view presentation for PMOs and organizations trying to implement good project management without getting too bureaucratic.

Duration: 1 hour

Presentations by Tom Mochal (cont.)

“Keeping the Focus on a Value-Add PMO” PMOs generally focus on building environments where projects can be successful. The nature of PMOs, however, is that they can quickly be viewed as an overheard organization that create processes and templates and is a barrier to the swift completion of projects. Of course, that is the opposite of what they should be doing. In fact, the focus of the PMO should be to help projects execute better, faster and cheaper. The way to avoid this is by adopting the philosophy of a “value-add PMO”. Of course, your PMO may have one idea of value and others may have a different idea. The purpose of this presentation is to explain the context for understanding what “value” is so that the PMO is truly aligned toward value-add work.

Duration: 1 hour

“Management’s Role in a Project Driven Culture” Most organizations implement project management in an ad-hoc manner. These organizations focus on the project managers and provide them with training and templates. This is a good start, but it is not going to result in a strong projectdriven culture. In fact, the majority of problems encountered in culture change initiatives of this type originate in the management ranks. These managers typically think it is up to the project managers to deploy project management successfully, but in reality, the success or failure of the initiative is within their control. All of the management hierarchy has a key role to play in ensuring their organizations successfully implement the project management discipline. This presentation describes the role of management in creating this project-driven culture.

Duration: 1 hour

“Managing Outsourced Projects” Outsourcing project work is more common today than ever. In the past many managers felt that if they outsourced the work, they also outsourced the problems. Most managers today know that this is not the case. Even though you outsource work, you cannot outsource your obligation to make sure the project is progressing smoothly. Unfortunately, in many instances, the vendor does not perform against expectations. Tune into this presentation to hear the key elements and techniques for managing your critical outsourced projects.

Duration: 1 hour

“Managing Small Projects” Much of the work that you do can be organized as a project. When the projects are large, they need to be managed with formal project management discipline. But many projects are not large. They are small work efforts that need to be organized and managed efficiently, but not with the full rigor and structure of formal project management discipline. These are the projects of accountants, teachers, administrators and many others. These projects represent the vast majority of all work executed in businesses all over the world. This presentation describes fundamental work management techniques and skills for these non-project management professionals. Attendees will see how to understand the work that is requested, how to organize the work, how to manage the work and how to execute the work.

Duration: 1 hour

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Presentations by Tom Mochal (cont.)

“New Insights into Project Scheduling” The Project Charter and Scope Statement describe “what” your project will achieve. The schedule tells you “how” you are going to achieve it. This presentation will focus on the project schedule and how to make it more valuable to your project. We will start with some fundamentals that you know but have probably forgotten. Then we will proceed into approaches and techniques to provide new insight into scheduling. We think you will find some new ideas and new motivations for the traditional project schedule.

Duration: 1 hour

“The TenStep Approach for Gathering Business Requirements” One of the primary reasons that projects struggle is that the project team does not fully understand the customer requirements. This leads to rework, missed expectations, extensive changes and ultimately missed deadlines and budgets. The project team must meet the needs and expectations of the client to be successful. These client needs and expectations are set through the gathering and agreement on the requirements of the final solution. Gathering requirements involves more than just asking a few questions and then building the solution. Projects with any degree of complexity need a formal process to ensure that all of the requirements are accurately gathered, reviewed, documented and approved. In this presentation, we will discuss the TenStep model for gathering requirements – elicitation, validation, specification and verification. You will see it is a logical model that you can implement on your projects.

Duration: 1 hour

“Tips to Turn Around a “Project-Challenged” Organization” Let’s face it. Most of us don’t work in best-in-class project organizations. Most of us don’t work in worst-in-class organizations either – although many of you might say you are closer to this designation. The fact is that too many organizations have basic problems executing projects. Let’s just call them “challenged”. In other words, projects seem to get done in spite of the challenges that are presented from the organization. This presentation will provide insight into ways to solve challenges and elevate your organization to a higher level. We won’t set expectations that there is one technique or approach that will magically make everything perfect. But there are logical techniques and approaches that can help you improve. This presentation will help you decide which ones make sense for your organization.

Duration: 1 hour

“Understanding Program Management” Some people think that a program is just a large project. That is not the case. The program is an umbrella organization designed to coordinate the work of many, many projects to ensure that the projects end up delivering a common, integrated solution. There are unique work processes that are used to manage a program. There are also changes to the project management processes for projects that run within a program. In this presentation you will see the differences between projects and programs. You will also learn an overall model for establishing, planning and executing programs.

Duration: 1 hour

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Presentations by Tom Mochal (cont.)

“Strategic Planning Using the LEAD™ Model”: Organizations set goals and strategies to define their desired future state. Everything else falls out from there – portfolios, programs, projects, operations, etc. TenStep Strategic Services has a strategic planning model called LEAD to help organizations set the correct goals and strategies and to ensure that the work aligns to support them. This presentation describes the LEAD model and how it helps you activate your strategic plan.

Duration: 1 hour

“Optimizing Your Portfolio”: No company has the resources to meet all of its business needs. This is true in the best of times. It certainly is even truer when times are tough. Portfolio management is a process to ensure that your company spends its scarce resources on the work that is of the most value to your company, and work that is most closely aligned to your business goals and strategies. You will leave with ideas you can immediately apply to optimizing your own portfolio management process.

Duration: 1 hour

“Building, Marketing and Measuring a Value-Add PMO”: PMOs generally focus on building environments where projects can be successful. The nature of PMOs, however, is that they can quickly be viewed as an overheard organization that create processes and templates and is a barrier to the swift completion of projects. Of course, that is the opposite of what they should be doing. In fact, the focus of the PMO should be to help projects execute better, faster and cheaper. The way to avoid this is by adopting the philosophy of a “Value-add PMO”. Of course, your PMO may have one idea of value and others may have a different idea. The purpose of this presentation is to explain the context for understanding what “value” is so that the PMO is truly aligned toward value-add work. Once we are convinced the PMO is delivering value, you also need to market and measure this value so others are aware as well. You will learn about all three concepts in this presentation.

Duration: 1 hour

“Programs are Not Just Large Projects. Here Are the Differences.” Some people think that a program is just a large project. That is not the case. The program is an umbrella organization designed to coordinate the work of many, many projects to ensure that the projects end up delivering a common, integrated solution. There are unique work processes that are used to manage a program. There are also changes to the project management processes for projects that run within a program. In this presentation you will see the differences between projects and programs. You will also learn an overall model for establishing, planning and executing programs.

Duration: 1 hour

“Global Projects – Global Challenges” Today, business is more complex than ever before. Technology, resources, people and ideas can be acquired from all around the world. It makes both operations and projects increasingly complex and international. What does it mean for project managers? How should they deal with extremely risky global environment? What are the ways to establish successful cooperation among people representing different cultures? Of course, we also have to achieve our project objectives on-time and within budget. TenStep is also a global company and we understand these challenges. Attend this session to learn tips and traps for managing global projects.

Duration: 1 hour

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