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EDI

Supporting learning
and performance

Welcome to the **Certificate in Successful Project Management – Level 3** - a practical workshop from **Human Performance** which has been written to substantially meet the knowledge and understanding requirements of the **National Occupational Standards** for planning, preparing, managing the running of, and completing strategic projects. The **Certificate in Successful Project Management - Level 3** is an approved **EDI Endorsed Qualification** and successful completion will lead to candidates gaining the **Level 3 EDI Vocational Qualification**.

National Occupational Standards Covered

- **MGG004 – Planning & preparing for projects**
 - **MGG004.1** – Agreeing the project’s scope and definition with the sponsor
 - **MGG004.2** – Develop your plans to achieve the project’s goals
 - **MGG004.3** – Establishing the project’s resourcing and control methods
- **MGG005 – Managing the running of strategic projects**
 - **MGG005.1** – Leading the project team
 - **MGG005.2** – Monitor and adjust activities, resources and plans
 - **MGG005.3** – Develop solutions to project problems
 - **MGG005.4** – Maintain communication with project stakeholders
- **MGG006 – Complete strategic projects**
 - **MGG006.1** – Ensure the completion of project activities
 - **MGG006.2** – Evaluate the effectiveness of project planning and implementation

Target Audience

- The **Certificate in Successful Project Management – Level 3** is designed for managers and supervisors who have responsibility for the day to management of projects as well as staff who are key members of project teams **and** undertake some responsibility for achieving projects. No previous qualifications are required to gain access on to this workshop, although candidates **must** have responsibility for **and/or** work within a project environment.
- A written assignment - reflecting upon a previous project the candidate has been personally involved in delivering - has to be produced following attendance on the workshop element of this programme and therefore previous project experience, as well as good written communication skills, are essential.

Programme Overview

- The **Certificate in Successful Project Management – Level 3** is a highly participative and practical workshop that will enable all candidates to develop their skills to **National Occupational Standards** in project management. Group activity, discussion, and practical activities and observation are all used to maximise the candidate’s skills and knowledge retention.
- A detailed and challenging case study project has been designed which candidates will work on at various stages of the workshop to allow them to practice the skills covered during previous workshop sessions. All candidates receive a detailed workshop manual and a back to work action plan designed to encourage use of the new knowledge to assist in developing competence.

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Programme Aims

- The **Certificate in Successful Project Management - Level 3** aims to increase a candidate's knowledge and understanding in the principles of project management to enable them to competently perform their duties and achieve success in their projects. Success in projects will enable organisations to achieve their business objectives and support sustainability.

Programme Objectives

- Candidates will review their previous project management experiences and identify areas that need improvement. They will discover the four essential documents required for conception and definition of the project prior to stakeholder approval and sign off. Candidates will be introduced to an incredibly effective project planning process and learn how to logically structure their project planning to assure effective achievement of their objectives.
- Candidates will learn how to monitor, track and control the project and how to deal with and overcome project problems. Candidates will learn essential people management skills to motivate the project team to achieve project goals and deadlines as well as facilitating the four different types of meetings the project manager has responsibility for during this phase.
- Candidates will develop influencing and persuasion skills to help them become more assertive in their negotiations. Candidates will learn how to structure and prepare for negotiations to enable a "win – win" outcome. This negotiation module will culminate in an intensive role play activity involving all the candidates and which is the culmination of the case study project they have been working on over previous days.
- Candidates will understand how to complete the three areas of project evaluation required of project management as well as how to complete the project report and stakeholder sign off.

Programme Structure

- The **Certificate in Successful Project Management - Level 3** comprises one unit entitled 'Managing a Project Successfully' and which is made up of 24 guided learning hours delivered across 4 x 6 hour sessions. It is mandatory that candidates attend and complete all sessions, as well as pass a multiple choice question paper and complete and pass a written assignment, in order to complete the qualification. A 'pass' is the only mark offered and the qualification is not graded. A pass will be achieved by scoring a minimum of 75% in the multiple choice paper and successfully meeting all of the assessment criteria outlined in the unit specification.

Programme Learning Outcomes

- **L01** **Understand the concept of project management**
- **L02** **Describe the process for defining a project**
- **L03** **Discuss the challenges involved in planning for a project**
- **L04** **Explain how to successfully implement and execute a project**
- **L05** **Examine the importance of negotiation skills in project management**
- **L06** **Analyse the need for effective project closure**
- **L07** **Evaluate own performance in managing a project**

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Certification

- All candidates that attend and complete all workshop sessions and achieve a minimum of 75% in the multiple choice paper and successfully meet the seven learning outcomes will receive the **EDI Certificate in Successful Project Management – Level 3**.

Programme Content

- A detailed programme overview is provided at the end of this prospectus.

Delivery Methods

- Tutor facilitation and input
- Group activity and discussion
- Case studies and role play
- Multiple choice test paper
- Assessed assignment

Workshop Timings

- The workshop is delivered over 4 days and will commence promptly at 9:30am and will finish no later than 4.30pm. There will be a lunch break at 12.30pm and each session will last for 50 minutes followed by a 10 minute break.

Workshop Numbers

- Maximum of 12 candidates

Support Material

- All candidates will receive a comprehensive workshop manual with quality session summary sheets covering each element of the **Certificate in Successful Project Management – Level 3** workshop to enable full utilisation of the workshop learning's back in the workplace.
- As for all **Human Performance** workshops all candidates will be provided with **free** telephone support for as long as required following the workshop to assist them with support and advice as they complete their assessed assignment and tackle any project management issues and put the knowledge into practice to develop competence.

Programme Facilitator

- The **Certificate in Successful Project Management – Level 3** is facilitated by **James Turner**. James is an exciting, creative and innovative facilitator of experiential learning with over 20 years experience of successful senior management responsibility. James has numerous teaching and training qualifications and is a qualified advanced facilitator of experiential learning.

Candidates with Special Learning Needs

- Prospective candidates with special learning needs (or clients with employees with special learning needs) are encouraged to contact **Human Performance** prior to enrolment on this programme to discuss any additional help they may need to complete this programme. **Human Performance** will endeavour to assist any candidate where it is practicable to do so.

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Equal Opportunities & Valuing Diversity

- **Human Performance** recognises and values the diversity of all candidates (and potential candidates) and will actively promote the richness that this diversity engenders. **Human Performance** takes the commitment to equality of opportunity seriously and bases its relationships with clients and candidates on mutual trust, respect and the appreciation of individual differences. This means that discrimination or harassment, whether directly or indirectly, on the grounds of age, gender, marital or civil partnership status, gender reassignment status, race, colour, nationality, ethnic origin, nationality, national origin, disability, sexual orientation, religion or belief will be opposed.
- For avoidance of doubt, no candidate, (or prospective candidate), will be prevented from accessing a **Human Performance** facilitated learning programme - whether access to the programme is administered by a client or by **Human Performance** through its open courses - on the grounds of age, gender, marital or civil partnership status, gender reassignment status, race, colour, nationality, ethnic origin, nationality, national origin, disability, sexual orientation, religion or belief.
- By commissioning or attending a **Human Performance** workshop, clients and/or delegates agree to abide by our **Equal Opportunities & Valuing Diversity Policy** which is available in full from our website: <http://www.humanperformance.co.uk> (Click on "**EDI Approved Centre**" and then click on "**Policies & Procedures**").

Next Steps to Skills Development

All **Human Performance** workshops are designed to be stand alone skills development opportunities dealing with specific subject areas covered by **National Occupational Standards**. However, our workshops are also used by our clients to offer structured internal management development programmes, both to develop the current job skills of staff as well as develop key people for the organisations succession planning. The following workshops are natural progressions to the **Certificate in Successful Project Management – Level 3**:

- **EDI Certificate in Managing Human Performance – Level 3**
- **EDI Certificate in Effective Time Management – Level 3**
- **EDI Certificate in Techniques for Conducting Effective Appraisals – Level 3**
- **EDI Certificate in Supervisory Management & Leadership Techniques – Level 3**
- **Practical Employment Law for Line Managers**
- **Managing Discipline & Grievance at Work**
- **Becoming More Assertive – A Strategy for Improvement**
- **Negotiation Skills – Influencing and Persuading Others**
- **Techniques for Effective Problem Solving**
- **Delivering Quality Service – A Model for Continuous Improvement**
- **Coaching Techniques – Passing on Practical Skills**
- **Recruitment & Selection Skills – Making the Right Choice**

For details about the above **Human Performance** workshops and any other developing skills workshops please visit our website at <http://www.humanperformance.co.uk> or alternatively please do not hesitate to contact us on **0845 880 2255**.

A detailed programme overview is provided on the next page...

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Detailed Programme Overview for the Certificate in Successful Project Management

Module 1 – Introduction

- What is a project?
- Characteristics of project management
- Activity: Overcoming project difficulties
- Difficulties associated with project management
- The seven most common project problems
- What is failure in project terms?
- Roles & responsibilities of the project manager
- The project leaders role
- The three dimensions of the project leaders role
- The two directions of project management
- The two approaches of people management
- The four phases of a project

Module 2 - Phase 1: Conception & Definition

- The four documents required to define a project
- Activity: Case study - stakeholders
- How to identify your stakeholders
- Gathering information from your key stakeholders
- The four categories of information required from stakeholders
- The objectives statement
- Setting smart objectives
- Activity: Case study – objectives statement
- The scope of work statement
- Activity: Case study – scope of work
- Introduction to risk assessment
- A professional approach to risk assessment
- Activity: Case study – identifying the risk
- Activity: Case study – analysing the risk
- Risk monitoring

Module 3 - Phase 2: Planning

- What is planning?
- Planning methods
- Activity: Project planning role play
- Allocating responsibilities
- Empowerment of key stage owners
- Milestones
- Time estimation
- Guidelines for time estimation
- Contingencies in time estimation
- Project completion date
- Budgets and cost control
- Contingencies in cost estimation
- Project records
- Launching the project

Module 4 - Phase 3: Implementation & Execution

- Monitoring the project

Module 4 - Phase 3: Implementation & Execution continued...

- Controlling the project
- Tracking the project
- What is motivation?
- Maslow's hierarchy of needs
- Herzberg's two factor theory
- Vroom's expectancy theory
- Motivating people in practice
- Problems in project management
- Understanding the problem solving process
- Developing solutions to project problems
- Activity: Case study – "Why – Why Diagram"
- Action planning
- Coping with changes
- Reasons why projects experience change
- Meetings
- Problems with project meetings
- Informal regular 1:1 meetings
- Informal short team meetings
- Formal project progress meetings
- Formal project review meetings with key stakeholders

Module 5 - Negotiation Skills for Successful Project Management

- What is negotiation?
- Understanding what constitutes a Win/Win negotiation
- Preparing for the negotiation meeting
- Tips for bargaining
- Influencing in projects
- Key principles of influencing in projects
- How to structure your negotiation
- Project negotiation activity brief
- Activity – project negotiation role play

Module 6 - Phase 4: Run-down & Closure

- Completing projects
- Project evaluation
- Stakeholder evaluation
- Project life cycle evaluation
- Performance evaluation
- Final report
- Project sign-off

Module 7 – Assessment & Assignment for EDI Qualification

- Structured workshop review with facilitator
- Candidate personal revision time
- Multiple choice paper assessment
- Full briefing for assessed assignment

Please note: We are constantly evaluating and reviewing all our programmes to ensure that Human Performance continue to offer the very best learning opportunities for clients and candidates. As a result of these reviews we may amend programme content to better assist candidates to achieve the programme objectives and learning outcomes.

All workshop prospectuses will be updated periodically to reflect any changes to our modules and session plans but Human Performance reserves the right to substitute any modules and sessions detailed above which it believes will improve upon the objectives of the workshop whilst ensuring that workshops stay closely mapped to the relevant National Occupational Standards.