

Project Management "Who Cares?"

Course Summary

Description

To deliver a project on time, on budget, and with the expected benefits, project commitments have to be managed effectively.

"Who Cares?" is a management system/discipline for managing project commitments. The anatomy of this management system consists of:

1. The establishment of an accountability structure identifying, in real time, who is committed to what responsibility and on whose behalf.
2. The use of a set of tools and rules to ensure the proper management of project commitments throughout the Project Life Cycle; and,
3. The achievement of a common understanding of the above, within the project environment.

This two-day workshop explores the "Who Cares?" system to manage project commitments, to ensure responsibilities are handled successfully and do not fall between the cracks from project initiation to closure.

Objectives

At the end of this course, students will be able to:

- Understand the critical differences between Line Management and Project Management
- Recognize that project personal commitments are tentative and conditional and must be refreshed as part of the project management cycle
- Practice the Project Personal Commitments Management Discipline
- Have an understanding of the concept of responsibility enabling you to elicit more productivity from the project players
- Know the critical tools required for the management of personal commitments (and the development of project ownership) at each of the project management phases

Topics

- Introduction
- Project Initiation Phase
- Project Planning Phase
- Project Implementation Phase
- Project Closure Phase

Audience

This course will benefit all those who would like to manage a project in an atmosphere of trust while:

- Improving the productivity of the project players;
- Improving the quality of working life of the project players and;
- Building Project Ownership through proper involvement of the individuals who have to live with the results of the project.

This would include: Senior Managers, Project Managers, Line Managers, Stakeholders and Team Members who, preferably, have experience (good or bad) with, and knowledge of, project environments will find this workshop refreshing.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

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Course Outline

I. Introduction

- A. Line Management vs. Project Management:
The Critical Differences
- B. The Agents of Change
- C. Business Commitment vs. Personal
Commitment and Behavior Options
- D. Importance of Subjectivity
- E. Organizational Commitment Levels
- F. Project Commitments Management Cycle

II. Project Initiation Phase

- A. The Project Commitment Model (A Different
Kind of "Project Triangle")
- B. The Nature of Responsibility
- C. Project Initiation Tool
- D. Objective Deliverable vs. Subjective
Deliverable
- E. The Project Acceptance Document Tool

III. Project Planning Phase

- A. The Cast of Characters
- B. The Caring Network Tool: Roles and
Responsibilities
- C. The Personal Acceptance Document Tool
- D. The Acceptance Matrix Tool
- E. The "Caring Network" Management Plan
Process

IV. Project Implementation Phase

- A. The "Caring Network Management Process"
- B. Project Status Report Tool
- C. Deliverable(s) Schedule Status Report Tool

V. Project Closure Phase

- A. The Ultimate Goal