Building and Transforming the Next Generation PMO and Portfolio Management for Today's Turbulent & Uncertain Environment

Instructor(s): Jack Duggal, PMP
Pre-work: None

Length: 3 days
CEUs: 2.1 / See below for PDU breakdown

Level: Advanced
Primary Topic: Strategic Planning and Implementation
Subtopics: Agile, Portfolio Management, Project Management Office PMO

Course Description:

How do you build and sustain a PMO for today's disruptive world? How do you enhance strategic execution capabilities? How do you transform your PMO to the next level? How do you provide sustainable PMO value and results? This seminar is designed to address these questions and more with real-world PMO and portfolio management practice and experience from leading PMOs worldwide.

Besides the foundational elements and the DNA of a PMO, this seminar will outline the steps necessary to enhance your PMO to the next level. You will gain new perspectives on project management and PMOs for today's turbulent business environment. Find out how to build strategic execution capabilities while balancing the need for governance and discipline with responsiveness and agility. You will also learn how to apply next generation approaches to transform your PMO to an adaptive and agile PMO, as appropriate for your organization.

This seminar will focus on creating the right environment for portfolio management by providing a framework for project selection, prioritization, oversight and governance. Every organization is unique, and this engaging seminar will provide a framework that will help you to assess your organizational environment and culture and chart an appropriate roadmap to evolve your PMO and portfolio. You will also learn how to measure PMO value and customer satisfaction with a PMO Delight Index (PDI).

Additional PDU Opportunities

Besides 21 PDUs for attending this seminar you will also get an opportunity to earn 7 additional PDUs for participating in post-seminar application work (optional). You will get more details of how to participate in this program during the seminar. This is a great opportunity to earn an additional day's worth of PDUs at no extra cost.

Learning Objectives:

Upon completion of this course, participants will be able to:

- **Next Generation Insights for Building and Transforming the PMO**: Re-evaluate, rethink, and reframe PMO and portfolio management practices to prepare for the new normal in their business and organization. Gain new perspectives on project management and PMO for today's turbulent and uncertain world—how to build strategy-execution capabilities while balancing the need for governance and discipline.
- **DNA of a Successful PMO**: Decode and review the seven core elements and building blocks necessary for a successful PMO based on lessons from leading PMOs around the world.
- **PMO Maturity**: Assess their organization along the PMO Continuum and chart a roadmap for improvement and optimization.
- **Agile & Adaptive PMO**: Identify the necessary elements to transform their PMO to an agile and adaptive PMO to support and integrate appropriate agile or hybrid practices.

- **Portfolio Management**: Practice project classification, selection, prioritization and balancing techniques, and cultivate a portfolio mindset along with roles, responsibilities and portfolio management challenges as well as lessons learned for effective prioritization and making tough choices.
- **Developing Organizational Change Intelligence**: Review key organizational change management (OCM) strategies necessary to deal with increasing change and volatility in a post-COVID world.
- **Measuring PMO Value and Results**: Develop a PMO scorecard and dashboard with appropriate metrics to measure PMO value and show results.
- **Tools & Technology**: Review the latest project and portfolio management (PPM) and PMO collaboration tools, implementation issues and lessons learned.
- **Innovation**: Discuss how the PMO can be designed as a strategy-execution platform that enables continuous learning, resilience and innovation in a disruptive world.
- **PMO Delight Index (PDI)**: Find out how to measure PMO customer and stakeholder satisfaction and enhance PMO value with PDI!
- **Action Planning**: Chart a personalized application action plan suited to their organization's needs and get ready for the next normal.

AGENDA

Day 1
- Why do we need a PMO, how to articulate the need for a PMO?
- How to define PMO and what should be the purpose of the PMO?
- How to decode and review the seven elements of the DNA of Strategy-Execution and the DNA of a successful PMO?
- How to assess your organization along the PMO Maturity Continuum?
- How to chart a PMO roadmap geared for your particular organizational context?
- What type of PMO Framework / Model is best suited for your organization?
- How to identify key PMO disconnects, issues and challenges?
- Why and how PMOs fail?
- How to recognize the increasing DANCE (Dynamic – Ambiguous – Nonlinear – Complex – Emergent) of today's environment and how it impacts the PMO?
- Why there is a need to rethink and re-evaluate management and PMO strategies for today's increasingly uncertain environment and the impact of the pandemic?
- Why it is imperative to distinguish between traditional & next generation approaches and identify the necessary approaches to transform your PMO to an Agile and Adaptive PMO?
- What is the Next Generation PMO? How to build / transform the Next Generation PMO?

Day 2
- What are the 7 Keys to a Successful PMO?
- How do you get a better understanding of what the PMO stakeholders want?
- How to find balance between the need for rigor, but without the rigidity?
- How to assess your PMO Annoyance factor?
- What is an Agile PMO and how can the PMO support and enable agile?
- What is the PMO Lifecycle and what are the foundational aspects of designing, building or transforming a PMO?
- How to determine the appropriate PMO strategy, tactics and governance for your environment and discuss the PMO life cycle?
- Why do you need a Business Model for the PMO and how to build and align a business case for the PMO?
- Why it is important to have a mission and purpose for the PMO and how to facilitate and develop it?
- How to identify key PMO customers and stakeholders, and their wants and needs?
- How do gain greater buy-in and support for the PMO? How to win over barriers and blockers of the PMO?
- What should be the appropriate structure of your PMO?
- What should be the functions of the PMO and how to create/adapt a service catalog for the PMO?
- How to assess resource management, staffing and budget needs for the PMO?
- What should be the key deliverables of the PMO in the next six months?
- How to implement project management communities of practice for ongoing PMO development and fostering a knowledge-sharing and collaborative project culture?

- What is a good governance framework for the PMO?
- How to assess, review, select, and implement appropriate PPM / PMO tools?
- What is strategy and how it is the core element of the DNA of the PMO and Portfolio management?
- What is portfolio management? How to define/adapt a portfolio management process?
- What are effective models, techniques and tools for project classification, selection, and prioritization?
- How to define, align, manage, optimize and balance the portfolio and the associated governance, benefits and challenges of Portfolio Management?
- What are typical portfolio management issues and challenges?

Day 3
- How to develop a comprehensive approach to PMO measurement and metrics focusing on results and PMO value?
- How to define and measure PMO value?
- How to decode and develop the measurement aspect of the DNA of the PMO?
- Why it is so hard to measure and show PMO Value?
- What is value and how to plan for PMO measurement & value?
- What is the formula for stakeholder satisfaction?
- How to select the right measures and what should be part of a PMO Scorecard?
- Why it is crucial for the PMO to understand CHANGE and how Organizational Change Management (OCM) is a key element of the DNA and is necessary for successful implementation of PMO?
- How to develop a PMO change management approach and overall Change Intelligence (CQ) for your organization?
- What are next generation approaches in communications, culture, political and leadership strategies for a successful PMO?
- How to effectively market, sell and communicate about the PMO?
- How to embed learning into the DNA of the PMO and how to conduct next generation lessons learned that are effective and impactful?
- How to plan and conduct effective PMO retrospectives?
- How to avoid pitfalls to implement and sustain agile PMO and portfolio management practices?
- How to chart a personalized application action plan suited to your organization's needs?
- What is the secret of a successful PMO?

Professional Development Units (PDUS) are one-hour blocks of time spent learning, teaching others, or volunteering. By attending this SeminarsWorld course, you will be able to achieve the following PDUs as learning hours to apply for PMI certification or to maintain your certification status with PMI. View how your PDUs align with the PMI Talent Triangle®.

	Technical	Leadership	Strategic	Total
CAPM / PMP / PgMP	7	7	7	21.00
PMI-ACP	0	7	7	14.00
PMI-SP	0	7	7	14.00
PMI-RMP	0	7	7	14.00
PfMP	7	7	7	21.00
PMI-PBA	0	7	7	14.00