

SeminarsWorld® Course Agenda

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Managing the Human Side of Projects: Facilitating Stakeholder Satisfaction, Change Adoption and Organizational Value

Instructor(s): Thomas Luke Jarocki

Length: 1 day

Pre-work: None

CEUs: .7 / See below for PDU breakdown

Level: Intermediate

Primary Topic: Leadership Development

Subtopics: Project Management Business Analysis, Change Management, Stakeholder Engagement

Course Description:

One of the most unpredictable elements of project success and value realization is people; the “human factors” that can influence the timeline, scope, budget, teamwork, stakeholder satisfaction, and the adoption and utilization of project outputs (which are the necessary prerequisites for value creation).

However, while traditional project management processes help to increase the chance of project success, they are often insufficient when developing plans to address the various stakeholder management expectations and change adoption needs required to facilitate value creation.

Today’s well-rounded, forward-thinking project managers understand that good project management relies not just on managing requirements, but also on managing change and ever-revolving stakeholder needs. They do not “outsource” the human side of projects to psychologists or implementers of outdated change management models. Rather, they incorporate principles of leadership, team building, organizational behavior, and people change management into project management practices and standards.

In this content-rich seminar, popular PMI instructor and leading project management/change management integration expert Thomas Luke Jarocki will delve into the essential Knowledge Areas within the *PMBOK® Guide*, but with an important twist. He will demonstrate how each of these Knowledge Areas can be augmented to include a greater emphasis on anticipating and mitigating the human, political, and organizational change factors that can make or break project success.

As PMI’s 2013 *Managing Change in Organizations: A Practice Guide* states: “From stakeholder management to communications to human resources management, elements of [organizational/behavioral] change management appear throughout PMI’s foundational standards but are not specifically identified as the phrase ‘change management.’” Come register and partake in this fun, provocative seminar that provides the skills and competencies necessary to better manage the human side of projects.

Learning Objectives:

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

- Develop and enhance the contributions they make to their organization and their own project management reputation by being able to:
 - Demonstrate the skills necessary to address the myriad of issues affecting stakeholder satisfaction, change adoption, and organizational value.
 - Develop a clear understanding of why the project management and organizational change management disciplines are not mutually exclusive and how best to leverage the joint opportunities that exist between these two valuable perspectives.

- Gain a deeper understanding of how organizational change management and other human factor concepts and principles are embedded throughout the *PMBOK® Guide*.
- Learn to apply the Three Tier Method for Stakeholder Identification and Organizational Adoption, and why this approach can greatly simplify change management and stakeholder management activities.
- Learn the foundational principles that will help project managers develop a comprehensive project plan that addresses many of the stakeholder and organizational change management elements which influence project planning and execution, stakeholder satisfaction, change adoption, and value realization.

AGENDA

Introduction

- The Story of the Quarry Man and the Vision
- Why Everything Comes Down to How Well You Manage the Human Side of Projects
- Housekeeping, Introductions and PDUs
- The Creation of Project Value
- Why PMI is Increasing its Attention on the Importance of Managing the “Human Side”
- Who are the Stakeholders that are Most Critical to You?

1. Utilizing Project Management Principles for Managing Large Groups of Stakeholders

- Utilizing the Project Risk Management to Identify and Mitigate Human-Factor Risks
- Incorporating Behavioral Change Management and Other Human-Factor Activities into The Project Scope
- How Company Norms and Culture Affect Project Time, Scope, and Budget
- Utilizing Procurement and RFP Processes to Gather Human Factor Insights and Solutions

2. Augmenting Project Management Process to Better Manage Individuals and Small Groups

- Why Stakeholder Management Plans Actually Need Three Distinct Objectives
- Building Strong and Visible Project Sponsorship
 - Defining the role of the sponsor
 - The ultimate power couple – improving the project sponsor/project manager relationship
 - Developing Leadership Action Plans (LAPs)
- Building and Managing a High Performing Team
 - Developing and setting the right expectations
 - Selecting and developing project team members: Who you want versus who you actually get
 - The four-step approach for managing conflicts
 - Dealing with difficult individuals
- Accelerating Change Adoption and Utilization of Project Outputs and Deliverables
 - Understanding the importance of change adoption
 - The three main concepts behind change adoption
 - Techniques for developing the right user adoption for you (hint: it is not a “one size fits all” approach)

3. A “Next Generation” Approach to Project Communications Management

- Key Differences Between Managing Internal and External Communications Needs
- Developing A Communication Plan Which Reflect Stakeholder Needs
- Thinking Beyond Emails and Typical PowerPoint® Slides

4. The Project Resource Management/Project Quality Metric Connection

- Tips for Determining When to Do it Yourself Versus When to Outsource
- Metrics for Evaluating the Human-Side
 - Stakeholder satisfaction
 - Training plan effectiveness
 - User adoption rates

5. Integrating Project Management, Stakeholder Management and Organizational Change Management

- Bringing it all Together – Augmenting Project Management with Change Management
- Stakeholder Management Review and Summary

Wrap-Up

- Where to Go from Here and Additional Resources
- PDU Credit
- Stay in Touch and Safe Travels!
- Conclusion: The Story of the Quarry Man and the Vision

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	0	5	2	7.00
PMI-ACP	0	5	2	7.00
PMI-SP	0	5	2	7.00
PMI-RMP	0	5	2	7.00
PfMP	0	5	2	7.00
PMI-PBA	0	5	2	7.00

