Orchestrating Total Project Success: A Comprehensive Approach for Managing People, Projects and Organizational Change

Instructor(s): Thomas Luke Jarocki
Pre-work: None

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

Level: Intermediate
Primary Topic: Strategic Planning and Implementation
Subtopics: Benefits Realization, Change Management, Project Management

Course Description:

This popular SeminarsWorld offering has been updated to include even more tools and templates to help you successfully navigate through each phase of the project management/change management life cycle.

Projects are the vehicles of change; they are funded and provided resources not so they can simply be delivered on time, within budget and according to scope, but because they help drive the necessary changes, both individually and organizationally, that create value. Unfortunately, many practitioners today still espouse the traditional inefficient approach of treating the organizational change management/people related side separately from the technical/project related side. This is a recipe for failure and frustration.

Orchestrating Total Project Success details a better way by illustrating how to plan for and mitigate both the project related and people related challenges within each phase of the project life cycle. PMI® recognizes that change is delivered through projects and programs, and because of that, organizational change management, along with deft stakeholder management, is something that should be integrated throughout the project life cycle.

From project initiation all the way through to supporting, sustaining and enhancing the value of project-driven change, this seminar will focus on all the tools, structures, techniques, and insights necessary to facilitate workforce readiness, user adoption, beneficial organizational change, and overall project success. Your conductor for this event will be Thomas Luke Jarocki, one of the world's leading experts on integrating project and change management.

Learning Objectives:

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

- Understand what it takes to successfully plan an initiative all the way from project initiation through deployment, change adoption, and value creation.
- Develop the skills necessary to advise, execute, and lay the necessary foundation for overall project success… regardless of what phase the project may currently be in or what the limitations of their formal job description may be.
- Become competent in the use of essential tools and techniques from both the project management and change management disciplines that are necessary to orchestrate and achieve total project success.
- Understand what the unique needs and challenges are for each stakeholder group, how these needs vary from phase to phase, and what tools and techniques are most appropriate for any given time or challenge.
- Develop the skills necessary to execute in well-defined project phases that focuses resources, improves project quality, aligns stakeholders, maintains executive support, and eliminates costly rework.

DAY 1 – *Let's Get Started!*

Introduction
- Class introductions, key objectives, and PDUs
- How legacy project management approaches fall short of achieving true project success
- Recommendations on getting the most out of this seminar
- Utilizing the "enhanced advantage" set of project tools, templates, and process guides

Taking a More Unified Approach to Managing People, Projects, and Organizational Change
- Why it is critical to look beyond the technical aspects of project management
- Understanding the link between value creation and your PM career
- The importance of organizational/behavioral change management
- The five elements of total project success and what it means to "orchestrate"

Planning and the Project Life Cycle (and Why the Phase Gate Process is Your New Best Friend)
- Project life cycles vs. project management processes
- Determining the optimal project governance and decision-making criteria
- Understanding how project and stakeholder needs differ by phase
- Running successful phase gates, whether it be formal or ad-hoc

Utilizing a Better, More Effective Approach for Stakeholder Management
- Developing a more precise way of addressing stakeholder needs and expectations
- Identifying the three essential stakeholder groups vital for achieving total project success
- Incorporating the emergence one method for stakeholder management and organizational change adoption into project planning
- Proven techniques for facilitating adoption with:
    - Leaders and key decision makers
    - Project partners and contributors
    - Customers and change recipients
- A table vs. table showdown: Identifying stakeholders and the project value intent for each case study

Integrating Stakeholder Management/Organizational Change throughout the Project Life Cycle
- Introduction to the project life cycle stakeholder management matrix
- Responding to the needs and expectations of the different stakeholder groups
- Doing the right things with the right people at the right time

Day One Summary, Debrief, and Close
- **Evening:** *Optional Social and Professional Networking Opportunity*

DAY 2 – *Welcome Back!*

Day 2 Introduction and Review
- A fun little story illustrating key principles
- What does "Smart Execution" mean and how to achieve it
- Understanding the pros and cons of project methodologies
- How to scale our phase-based project plan structure to fit your needs

Phase 1 – Opportunity Assessment/Project Initiation or *"How Not to be a Solution Going in Search of a Problem"*
- Laying the right foundation for overall project/organizational success
- Defining the opportunity and creating the initial "frame"
- Techniques for a more engaging approach to risk management
- Preparing for and conducting your first phase gate/project review session

Phase 2 – Assess Alternatives: *Finding the Best, Most Viable Solution*
- The Importance of Alternatives
- Developing and selecting the best alternative: Choosing professionalism over politics
- Dealing with "big ego" executives and company politics
- Addressing mixed messages: A data driven approach to stakeholder alignment

Phase 3 – Detail Design: *A Design Process that Focuses on Achieving Total Project Success*
- How design tables can improve your overall design process while saving you time
- Demonstrating the value of the enhanced "requirements gathering on steroids" process
- Assessing organizational and workforce change impacts… and what to do about them
- Refining costs and locking down scope

Day Two Summary, Debrief, and Close
- **Evening:** *Optional Social and Professional Networking Opportunity*

DAY 3 – Let's Keep it Going!

Day 3 Introduction and Review
- Recap of key points from day 2
- Tweaks and recommendations for day 3

Phase 4 – Build and Final Prep: *Finalizing the Solution and Developing Organizational Readiness*
- More tools and techniques for engaging, aligning, and mobilizing key stakeholders
- What are "peripheral support elements" and why are they important?
- Battle royal! Who will be the winning group when it comes to deployment planning?
- Engaging project contributors and other support organizations and service providers

Phase 5 – Deploy/Implement: *Implementing and Stabilizing the New Current State*
- The connection between organizational readiness, project timeline, and cost management
- Developing MAPs (Management Action Plans) to accelerate change adoption
- Stabilizing the new current state – tools and techniques
- Setting operations and customers up for success – the unique importance of the project hand-off

Phase 6 – Support, Sustain, and Enhance: *Enhancing Value Creation and Project ROI*
- Avoiding common mishaps in the transition from project team to operations/customer base
- Techniques for supporting, sustaining, and enhancing the initiative
- Celebrating the project team

Bringing It on Home
- Tying it all together and next steps
- PDU credits
- Additional tools, templates and project guides (in electronic format)
- Stay in touch!

Seminar Close – *Safe Travels!*

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	3	7	7	17.00
PfMP	0	7	7	14.00
PMI-PBA	0	7	7	14.00