# Project Troubleshooting and Recovery Simulation Lab

**Instructor(s):** Lawrence Suda  
**Prework:** None

**Length:** 2 days  
**CEUs:** 1.4/see below for PDU breakdown

**Level:** Intermediate  
**Training Topic:** New Ways of Working  
**Subtopics:** Risk Management, Leading Project Teams

## Training Description:

This is an immersive, engaging, "hands-on," team-based computer simulation-driven training on implementing a recovery plan for troubled projects. In this training, you are the recovery team and will take over a troubled project and discuss successful techniques for assessing the status of the project, determining whether recovery is possible, and turning the project around. You will practice how to implement a recovery plan and conduct the recovery. As you take charge of the recovery of this troubled project, you will need to treat the recovery plan like a project in itself.

As with any project, a realistic plan before project recovery relaunch can help to ensure a successful outcome. Therefore, as part of the recovery team, you will need to revise the plan to ensure a successful final deliverable—project success. The main objective of the recovery plan is to establish a roadmap that will assist the team in putting the project back on track. During the planning and executing stages of this computer-simulated project, your recovery team will also need to build the confidence and morale with the original simulation customer and project team as well as other stakeholders. You will be challenged, and you will need to use all the project management skills, knowledge, and tools you have learned throughout your distinguished career in project management.

## Learning Objectives:

*Upon completion of this training, learners will be able to:*
- Recognize indicators and methods that determine if the project is in trouble.
- Know the root causes of troubled projects and preventive actions to keep the projects on track.
- Know and execute the key steps toward recovering a troubled project.
- Learn the importance of attitude in taking ownership of all the problems.
- Know *what, how,* and *when* to communicate with key stakeholders.

## AGENDA

Please note: This 2-day training uses a robust computer simulation that is programmed as a project in serious trouble.

### Day 1:
- Welcome and Introduction to Learning Goals
- Definition of Troubled Projects
- Some Vital Macro Statistics About Problem Projects
- The Vital Signs of a Troubled Project
- Methods to Determine Trouble
- Assignment: Establish Your Team Ground Rules

- Computer Simulation Case With Briefing From Senior Management and Customer
  - Expectations of key stakeholders
- SWOT Analysis
- Creating a New Project Vision
- Meet Your Simulated Team: Establishing a Heathy Project Climate
- Key Steps in Recovery: Stakeholder Management
  - Assessing – planning – executing
  - Assignment: Develop your recovery charter
  - Assignment: Assess simulated case situation
  - Prioritize and plan key interventions to recovery
- Assignment: Execute Plan by Successive Decision Rounds on the Simulation

## Day 2:

- Communication Styles
- "Learning Mode" and "Performing Mode" and Know the Behavioral Differences
- Assignment: Execute Plan by Successive Decision Rounds on the Simulation (cont'd.)
- Assessing – Planning – Executing – Corrective Actions
- Meet With Your Sponsor—Present Final Projected Outcomes
- Celebrate Your Success
- Course and Simulation Debrief
- Course Closeout and Personal Action Plan

**Professional development units (PDUs)** are 1-hour blocks of time spent learning, teaching others, or volunteering. By attending this training, 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 | 7 | 7 | 14.00 |
| PMI-ACP® / Agile* | 0 | 7 | 7 | 14.00 |
| PMI-SP® | 0 | 7 | 7 | 14.00 |
| PMI-RMP® | 0 | 7 | 7 | 14.00 |
| PfMP® | 0 | 7 | 7 | 14.00 |
| PMI-PBA® | 0 | 7 | 7 | 14.00 |

*Please note that the asterisked row above applies to the PMI® Agile Certification Journey and includes DASM™, DASSM™, DAC™, and DAVSC™ certifications.*