

Project Management For Administrative Professionals



On training you will:

1. **Understand** the five stages of project management, and the role of project management in your organisation
2. **Identify** how to maximise the administrative support you provide
3. **Manage** multiple priorities and conflicting demands
4. **Introduce** systems and documentation to effectively manage projects
5. **Monitor** and send updates on project performance, and present updates with confidence



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Save and run this course IN-HOUSE

Course Overview

Urgent requests, meetings, shifting priorities, unrealistic deadlines! Does this sound like a typical day for you?

Project Management Can Help.

The tools and techniques associated with project management will give you the confidence you need to get the job done – on time and on budget. At this highly practical four day course you will learn scheduling, budgeting and planning skills that will take your project successfully from conception to completion. Whether it's purchasing office equipment, planning a meeting or special event or creating a presentation, the skills that you will gain by attending this course will ensure that you are equipped to take on the challenges.

After Attending This Course You Will:

- Understand the five stages of Project Management (PM)
- Be familiar with PM terminology
- Understand the role of PM in your organisation
- Identify how to maximise the administrative support you provide
- Manage multiple priorities and conflicting demands
- Introduce systems and documentation to manage projects
- Monitor and send updates on project performance
- Interpret and use project management tools
- Set agendas for project meetings and produce minutes
- Resolve conflict through collaboration
- Write clear and concise documents
- Present updates on projects with confidence

Course Outline

Module One

An Introduction To Project Management **Understanding The Basic Principles Of PM**

- Recognising and understanding when something needs to be a project
- How to fit projects into your existing workload
- Glossary of the terminology used in PM

Practical Exercises Assessing Your Project Management Skills Questionnaire

The Five Key Stages Of A Project And What Needs To Happen During Each One

- Initiation
- Planning
- Motivating
- Monitoring
- Closing

Practical Exercises

The Key Players In PM And Their Role

- Defining the Project Manager's role
- Allocating the different project roles
- Deciding on and allocating responsibilities
- Gaining buy in and understanding from all the key participants

Practical Exercises

Identifying The Essentials For Success

- Defining the purpose of the project
- How to set clear, realistic goals
- Setting targets and priorities
- Understanding the need for flexibility and change throughout the project

Practical Exercises

How To Manage Your Time Effectively

- Understanding "nonsense" jobs and eliminating them
- Defining the "key result" areas of your role and sticking to them
- Prioritising work and using X-rated time to help plan for the unexpected
- Learning how to delegate, what and to whom
- Setting the targets and priorities to fit in with the projects' needs
- Contingency planning

Practical Exercises Time Log Analysis

Module Two

Designing And Building Your Project Plan

Yesterday Once More

Setting Clear Objectives To Meet Your Business Needs

- Defining the vision
- Understanding the key business needs and drivers
- Setting your aims, goals and objectives
- Negotiating the deliverables
- Assessing your constraints
- Identifying milestones

Practical Exercises

Listing And Grouping Your Activities

- Asking for specialist advice, inside/outside your organisation
- Brainstorming to generate ideas
- Grouping your activities
- Checking for gaps
- Planning a pilot (if it is necessary)

Practical Exercises

Committing Your Resources

- Manpower
- Supplies
- Facilities/Equipment
- Others

Practical Exercises

Costing Your Project

- How to calculate and estimate costs
- Ensuring that your budget will allow you to complete all your activities
- Absolute and marginal costing
- Involving the Finance Department to compare your project's costs with others

Practical Exercises

Creating A Commitment Matrix

Practical Exercises

Tools To Use To Make Your Project Flow

- Project plan, progress reports, network diagrams, Gantt charts and activity reports

Practical Exercises

Module Three

Team Work

How To Develop Trust And Build Rapport At The Beginning Of The Project

- Developing the team vision together
- Understanding different personalities in the project team and the best way to communicate with them
- Launching the project positively

Practical Exercises

Creating Flow Within The Project Team

- How to make the best use of diversity in your team
- Facilitating and leading the team when some members may be your seniors
- Understanding motivation drives to keep up momentum and energy
- Sharing the work and using the best person for the job

Video: Creating Flow Within A Team

Practical Exercises

Active Problem Solving In Project Management

- Encouraging team members to raise concerns
- Anticipating where problems might arise
- Handling tensions
- Analysis of the problem, people, product, process or procurement
- Using the Six Thinking Hats to achieve win-win solutions

Practical Exercises

Resolving Conflict And Difficult Situations

- Root cause analysis, using RADAR
- Creating win-win solutions for all stakeholders through collaboration
- Involving all stakeholders to make sure the resolutions are implemented and the project retains momentum

Practical Exercises

Negotiating And Influencing

- Knowing how to get buy in from the different stakeholders
- Using SPACED to determine what is important to whom
- Overcoming barriers and constraints

Practical Exercises

Module Four

Communication Skills

Managing Information Flow

- Organising your data into a knowledge bank
- Appointing a co-ordinator to update
- Progress review meetings and reporting, how often and how much?
- Launching the project positively

Practical Exercises

How To Run Review Meetings

- Developing agendas
- Managing time
- Having the right people attend
- The importance of 3 minute feedback
- Preparing for awkward situations and questions
- Making sure the purpose of the meeting has been met
- Reviewing your meetings for effectiveness

Videos: How To Run Different Types Of Meetings

Practical Exercises

How To Write Project Documentation

- Agree on project team style and set up templates
- Clarify aim before you begin writing; what do I want to achieve here?
- Use simple words in short active sentences
- Keeping clear of long, difficult paragraphs
- Structuring logically using mind maps
- Writing for your reader

Practical Exercises

Developing And Presenting Your Project

- Using PowerPoint to add value to your presentation
- How to conquer nerves
- Being persuasive and getting buy in
- Preparing for awkward questions

Practical Exercises

Re-Assessing Your Project Management Skills

Registration Form

PLEASE COMPLETE THIS FORM AND EMAIL BACK TO INFO@0SEASONSEVENTS.CO.ZA TO SUCCESSFULLY COMPLETE YOUR BOOKING

Company Name _____ Country _____

Tel Number: _____ Fax: _____

Signature: _____ Date: _____

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DELEGATES DETAILS (PLEASE FILL IN USING BLOCK CAPITALS)

1st Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

2nd Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

3rd Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

AUTHORIZATION

I wish to register the delegate(s) indicated above

Title	Surname	First Name
Job Title	Email (required)	Telephone

Signature: _____ Date: _____

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Conference Fees

Please select your venue by ticking the boxes below

Project Management

Please select your options by ticking the boxes below

<input type="checkbox"/>	Conference and Workshop (4 days)	\$ 2,350
<input type="checkbox"/>	Airport Transfer (both ways)	\$ 100
<input type="checkbox"/>	Accommodation Per Night	\$ 110
<input type="checkbox"/>	Optional Tour	\$ 150

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