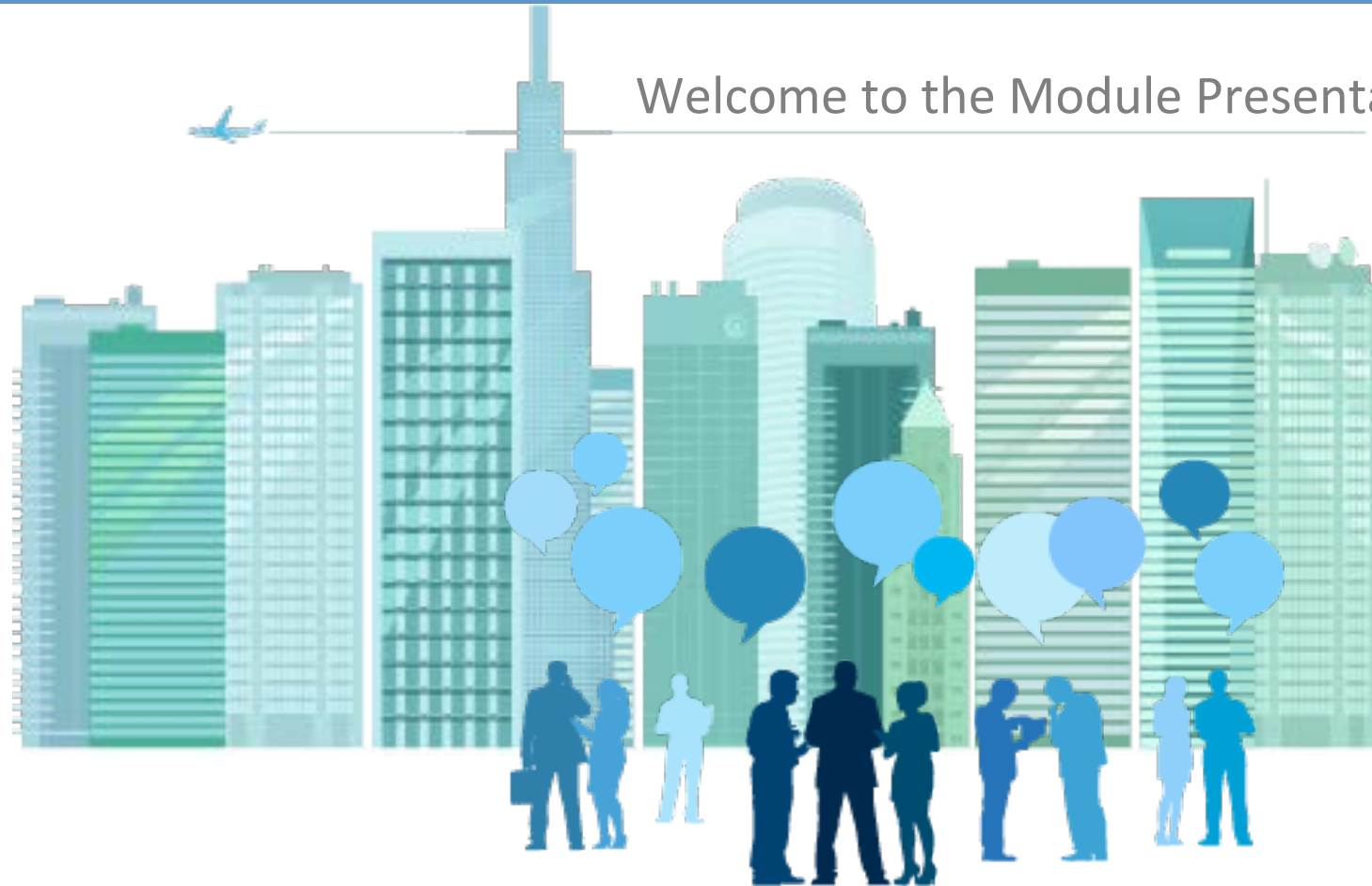


Welcome to the Module Presentation



INTERNATIONAL CAMPUS FOR
PROJECT MANAGEMENT EDUCATION™

Presentation

Advanced Skills for the Modern Project Manager



Credit illustrations: Shutterstock/deSIGN and Slideshop.

Challenges and Skills Overview

Our main focus for this module is to review and analyze techniques for obtaining excellent customer satisfaction using cost and benefit analysis, project scope and strategic alignment, and communication.



In this presentation, we will discuss important challenges, introduce key points, and review essential professional skills.

Mission and Challenges

Your mission for this challenge will be to produce a benefit analysis for your project to insure it is in alignment with stakeholder's expected business value and overall organizational strategy. . This will set the basis for your project's scope and provide project's stakeholders with necessary insights into translating the project's purpose into tangible outcomes.



What is the value of performing a benefit analysis? What level of detail should you go for? How to define the benefits, reduce risk, align project goals and overall business strategy?

What do you do when stakeholders have different views about the project's outcome? How to enhance your framework for aligning business needs and key deliverables?

How will you help stakeholders identify if the project has value and if it aligns with overall strategy? What strategies can be used to evaluate and show business value?

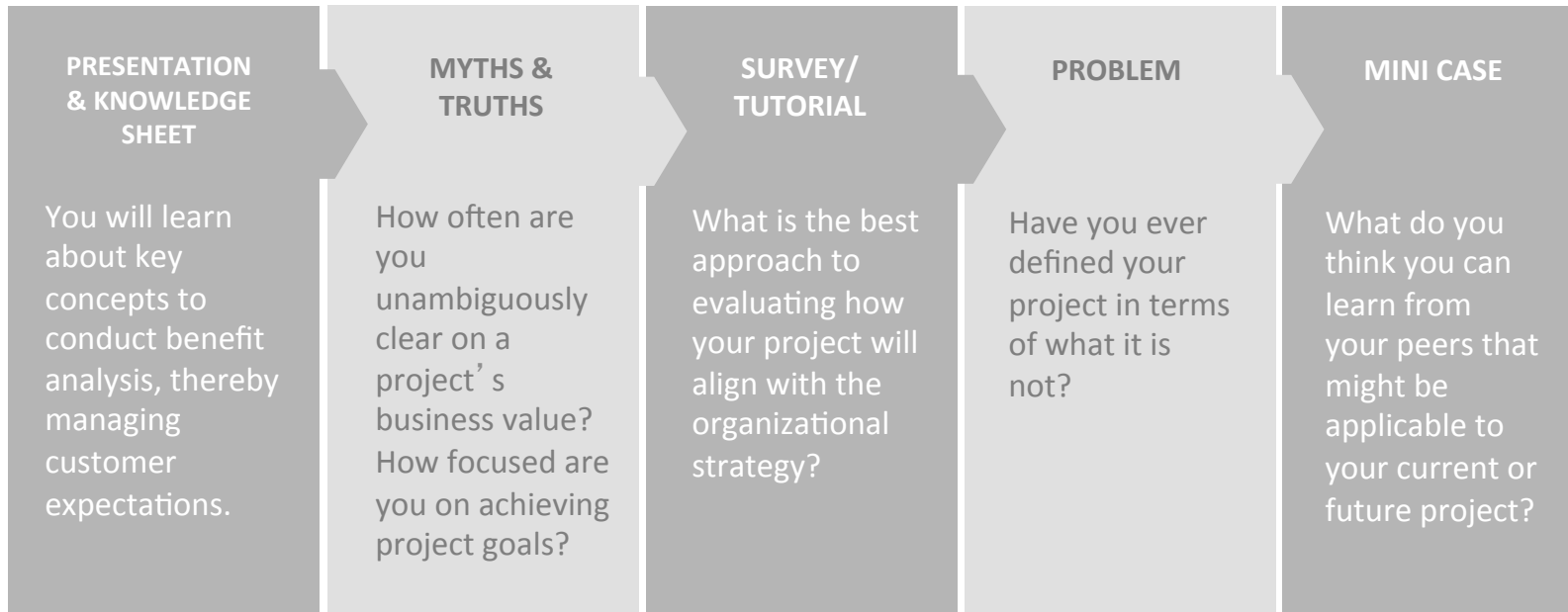
What do you already know and will use to overcome these challenges? We will guide to enhance your skills through a variety of activities.



As you participate actively in the learning activities, you will experiment with new ways of thinking to answer questions, and you will share insights with peers.



On next screen, we will introduce the various activities you will be exposed to in this learning journey.



SITUATIONAL QUIZ

The test will help you reinforce your learning. Redo as many times as needed to pass.



Before we continue, let's pause for a minute.

We have introduced important questions, how will we answer these as we go? Are you curious about what is coming ahead?

As shown in the previous screen and to give our learners the best chance of success, we have crafted a modern instructional approach with *short and varied micro learning activities*. These activities are designed to cater to various learning styles and will facilitate your cognitive effort with relevant and rewarding experiences.

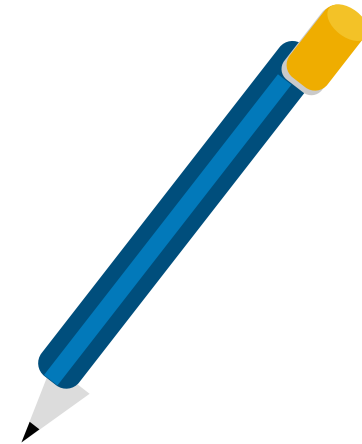
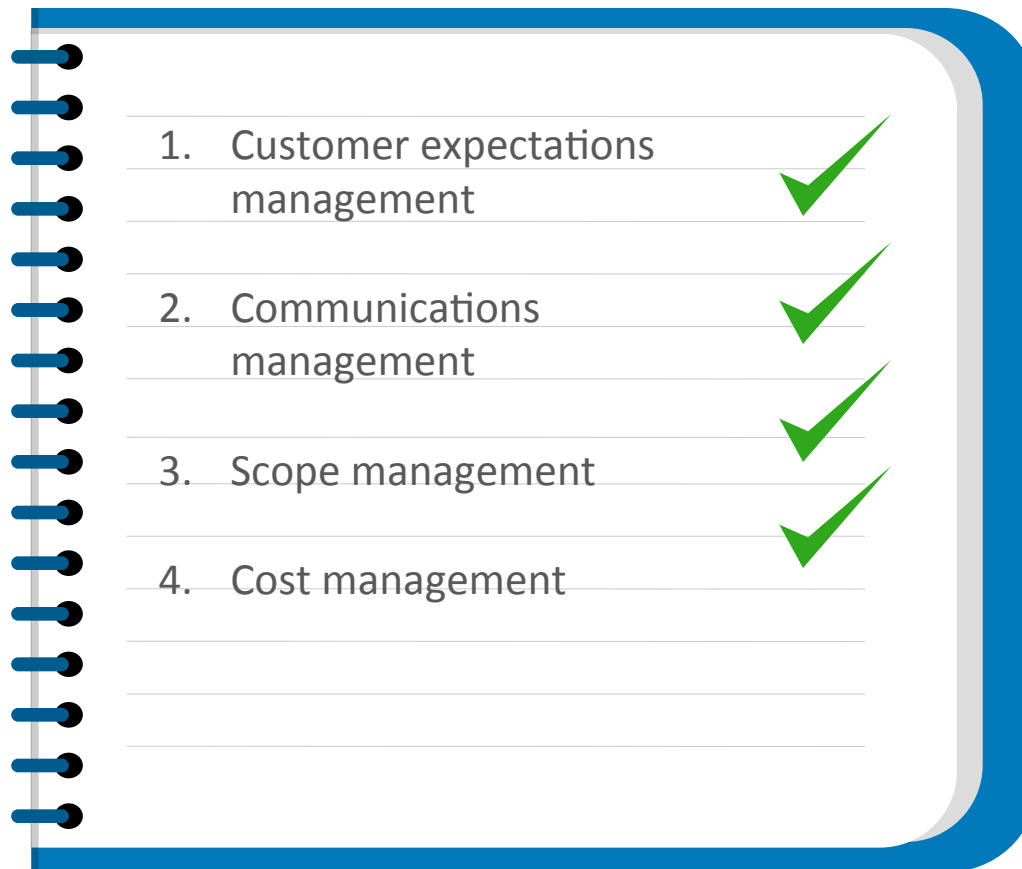
Also, remember that it is important to allocate space and time for studying at moments that work best for you. Managing study time will help you maximize your learning outcomes and reach completion faster.

Ensure understanding of the project manager's duties for this challenge - one step at a time.



See next a list of 4 pieces to take into consideration when you manage key deliverables and keep your client needs and wants in mind.

What are the main challenges a project manager needs to overcome to perform and succeed? See below our Challenge Card.



What are your thoughts related to this list?

Does this list make sense?

Have you encountered these challenges already?

What challenges are the most difficult to overcome?



On the next screen, we selected a leader's words of wisdom to bring perspective and inspire you as you tackle these challenges.

“Waste not, want not”.



This quote from Benjamin Franklin could be directed at project managers who need to assess the benefits of the project to help determine value received and whether or not a project should proceed. Wasting money on projects that do not deliver good value can be a detrimental impact on the health and wealth of a business entity.

Let's take a look at issues that you may encounter and how to address them using trusted project management techniques.



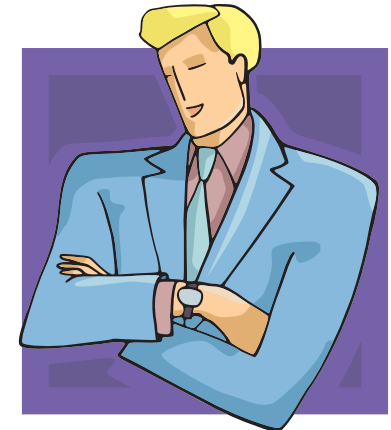
Customer Expectations Management



Why do you need to manage customer expectations?



The perceived versus actual value of a project can be proven by the execution of certain activities. Costs and the received benefit when properly considered can provide an unemotional way to evaluate a project and set the correct expectations, rather than those perceived.



Communications Management



Why is communication key during project initiation?



Communication is paramount to ensuring the project team understands and delivers what is expected. It is also necessary that the stakeholders understand clearly what is being delivered. Without clear communication, the product and result can be very different and a customer may be disappointed in the final outcome.



Scope Management



Why do you need to address scope management?



Scope management is a key element to controlling the project. Without this, projects can change, costs increase, deliverables be outside the realm of what was requested or unmatched to the business objectives. When you've done a cost-benefit analysis, scope change can have a definite negative impact if not properly managed.



Cost Management

Why be concerned about cost?



Cost affects your deliverables and should be checked against the business case to validate your project. Benefit analysis will help provide the value your deliverables will return and justify proceeding. However, costs should also be reviewed during the project to ensure you can deliver a valid ROI to the business.



Let's review key professional skills related to these challenges:

- ✓ Key Deliverables Identification
- ✓ Managing Customer Expectations
- ✓ Validating Project Alignment

Let's clarify our understanding of these skills in the context of the project manager day-to-day job. *How do you understand these concepts? Take a moment to write down notes in your own words.*



When you are ready, move on to the next screen where we present note cards with *our digest* of these important key terms. You will compare with your current understanding and identify gaps.

This quick mental exercise will facilitate your knowledge acquisition!

Let's wrap-up the conversation! We can keep in mind the important keywords that were used when we discussed these points.

Scan the keywords in this cloud tag. Keep them in mind!



Scan the keywords in this cloud tag. Keep them in mind!



References:

- *ISO 21500: 2012* (www.iso.org)
- Course Bibliography (Includes a list of recently published books)

NOTE CARD 1/3



Key Deliverables Identification

In order to establish and conduct a valid benefit analysis, the clear definition of the deliverables has to be understood. Without this it is impossible to assess if the deliverables align with corporate or business strategy and whether or not any benefit will be derived. Review of the business case should provide the information required to begin the process of benefit analysis.



NOTE CARD 2/3



Managing Customer Expectations

The value expected by the customer needs to be confirmed so that expectations are properly set. A cost benefit analysis can validate or nullify the value produced by a project by established measures that can quantify return on investment. Review with the various stakeholders can also provide value by ensuring alignment with customers and with corporate level strategies.



NOTE CARD 3/3



Validating Project Alignment

Validating project alignment is a challenge that requires repeated review of the deliverables and the project business case. It also may include a review of the benefit analysis that was produced to ensure that the benefits expected are being achieved and that the project is remaining in alignment with the overall business strategy. The cost of quality incorporates this technique to evaluate each deliverable.

Well done.
We have set a solid foundation to move forward.



Now, it is up to you to make it work.

What are the useful project management skills and tools that will enable you to engage stakeholders and overcome challenges?

It's your turn: identify and bridge skills gaps

In addition to the standards presented earlier, it is also important to explore advanced topics. What do you know about the unique challenges brought **Cost Benefit Analysis Techniques?**



Step 1 - Write Your Own Summary: Write down your own key points to delineate the essential project management skills & knowledge associated with this topic.

Step 2 - Review Our One-Page Summary: Browse our collection of “Knowledge Sheets” and review our project management’s summary sheet.

Step 3 - Self-Assess Your Summary: How did you do? What elements do you already keep in mind, what others are gaps and can be bridged? Comparing will help you solidify your skills.

Download the
Cost Benefit Analysis
“Knowledge Sheet”.



The PDF is located on our
website under “Resources”.

Pause and go to next screen when you are finished

Let's take a pause to reflect as we are getting ready to wrap-up this first presentation.

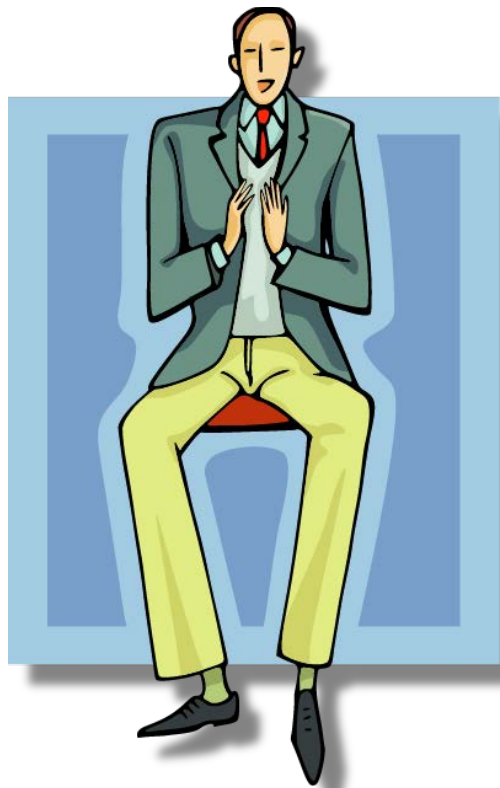
Did you observe any discrepancy between your current practice and the review items presented in the previous screens?

Why not pick one or two of these new best practices exposed in this presentation and make it your goal to implement them?



LEARNING TIP: By taking with you something to change in your own practice, or within your team or organization, you will take charge of your own learning goals and secure your path to becoming one of the most modern project manager in your organization. Observing gaps will give you an edge!

That's it for now. We have collected important key points as well as professional skills associated with this challenge.



In the next activities, you will review a knowledge sheet, then, answer myths and truths questions followed by a best practice survey with critical factors that can break or make your project success. Following this, you will resolve a situational problem and discuss a mini case. Keep in mind the information provided in this presentation!