

▶ **PM020 – Managing IS/IT Projects**

This one day course is designed for professional IT staff who have multiple, concurrent projects or tasks and multiple concurrent clients whose expectations need to be met and managed.

In this seminar, participants learn to set goals, increase productivity, achieve a better balance and reduce stress. In addition, participants learn how to communicate proactively with multiple clients and how to resolve conflicts associated with time constraints and multiple priorities.

- ✓ Project Management Framework from initiating to closing
- ✓ Introduction to Time Management
- ✓ Costing Your Time - Finding out how much your time costs
- ✓ Understanding your stakeholders and analyzing their needs
- ✓ Communicating effectively with clients in varying circumstances
- ✓ Understanding Priorities, Scheduling and Dependencies
- ✓ Deciding Work Priorities - Doing tasks which add the greatest value
- ✓ Activity Logs - Understanding where you lose time
- ✓ Small-Scale Planning - Action Plans and schedules
- ✓ Conflict management assessment and management
- ✓ Techniques to eliminate procrastination and accomplish more
- ✓ Meeting organizing and facilitation skills
- ✓ Maximizing meeting time
- ✓ Working with multiple stakeholders and clients
- ✓ Essential customer service skills and handling difficult situations
- ✓ Software Quality Management