

Managing In an Off-Shore Environment

AUDIENCE

This 5 day in-house course is intended for personnel who have, or will have a responsibility for the planning and control of projects. Some or all of the project team will be separated by time and space and may also involve collaboration with vendors. The attendee will, therefore recognise that different skills are involved in making these global virtual teams work more effectively and efficiently.

The course will also serve as a useful refresher for those who have been in a project-leading role for some time and wish to be brought up to date with current thinking on this subject.

SUMMARY

Many organisations have understood the benefits in providing 24x7 coverage to both internal and their external customers. At the same time, the need to offer competitively priced products and services has lead companies to place elements of their operation off-shore to locations such as India, Singapore and the Philippines using third parties.

Unsurprisingly this has resulted in significant challenges for project managers responsible for managing projects involving off-shore development. Few managers truly understand the added complexities of running a global initiative using a virtual team partially comprised of employees from another organisation. This lack of preparation can at best lead to delays and at worst, result in non delivery of the product or service leaving considerable bad feeling in all those involved. The techniques and 'best practices' for running projects are amplified when global virtual teams are involved. Of particular importance for managers **and** team members is the need to understand 'Culture' and develop their 'Cultural Intelligence'. As a consequence of tightening travel budgets the aspects of communication become more complex. This results in the need for efficient and effective communication strategies, techniques and in leveraging virtual technologies.

This intensive five-day course is designed with a blend of tutorials, syndicate discussions, carefully selected exercises and genuine work projects, which assist in reinforcing the theoretical elements of the course.

The course covers the essential ingredients of running off-shore projects and will help improve awareness, understanding and skills necessary to be successful in the role. The course provides valuable practical tips to help overcome many of the common and not so common pitfalls project managers face, equipping those attending with confidence to apply immediately the lessons taught.

Successful project planning requires two elements: **Project Management**, which concerns itself with processes and **Project Leadership**, which deals with the human relationship side of projects. This course covers both aspects with particular emphasis on the management of global virtual teams.

Where they exist the course will incorporate any company specific project lifecycle or proprietary project tracking and reporting software into the course. If it is thought appropriate, guest speakers from Project /Programme Office, Architecture and Capital Allocation areas may take part.

A key benefit of the course is the use of actual work related projects that may have been suggested by the company or introduced by the participants as part of pre-course preparatory work. During the afternoon of day five their business case will be presented to members of the senior management team for consideration.

COURSE AIMS

By the end of the course the participants will:

- *Clearly understand the common reasons for off-shore project failure and understand the mechanics of reducing project risk both at the beginning and throughout the lifecycle of the project.*
- *Be able to successfully initiate and close a project.*
- *Be able to plan their project choosing relevant estimating methods, critical path analysis and resource scheduling techniques.*
- *Have a framework for understanding culture and how to apply 'cultural intelligence' in their work in order to build trust and solid working relationships.*
- *Understand the unique challenges offered when working with suppliers using a matrix management organisation.*
- *Develop strategies for improving the effectiveness of emails, conference calls and meetings and learn of new technologies to support virtual teams.*
- *Clearly understand the key tasks, responsibilities and qualities of a professional project leader managing in an off-shore environment.*
- *Use appropriate leadership styles when managing others.*
- *Understand the financial criteria employed to determine which projects receive funding.*
- *Recognise the importance of regular quality control checks and in ensuring everyone is using the same quality measures.*
- *Appreciate the need to communicate project status accurately and have a framework within which to do so.*
- *Understand the value of conducting Close Out Reporting.*

COURSE SESSIONS

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| <ul style="list-style-type: none"> • <i>Why Off-Shore Projects Fail</i> • <i>Planning & Control Techniques</i> • <i>The Role of The Project Office</i> • <i>Estimating Techniques</i> • <i>Project Financial Evaluation Methods</i> • <i>Leading Virtual Teams</i> • <i>Business Case Presentation</i> | <ul style="list-style-type: none"> • <i>Practical Global Leadership, Team Motivation & Control</i> • <i>Networks and Resource Task Scheduling</i> • <i>Quality Assurance</i> • <i>Developing Successful Project Teams</i> • <i>Communicating Project Status</i> • <i>Close Out Reporting</i> • <i>Action Planning & Next Steps</i> |
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A full and detailed syllabus is available. Simply email us or visit our website to request further information. Alternatively call us on the number below.