

## Managing Global Projects - 3 Days

### *Course 3620 Overview*

- You Will Learn How To**
- Identify and overcome the unique challenges involved in managing a global project
  - Facilitate effective cross-cultural communication
  - Incorporate global environmental factors to reduce project risks
  - Create an efficient structure to achieve global project success
  - Develop a virtual project management office to support cross-cultural teams
  - Incorporate project closure best practices across a geographically distributed project

**Course Benefits** In today's growing global workplace managers are often called on to lead projects and teams that span multiple continents and cultures. In this course, you learn how to effectively manage a geographically dispersed project. You gain the necessary skills to address cultural barriers unique to global projects and to build and communicate with a multi-cultural team.

**Who Should Attend** Project managers, programme managers, directors, team leaders and business analysts involved in projects that cross national boundaries. Project management experience at the level of Course 296, "Project Management: Skills for Success", or Course 340, "Project Management for Software Development", is assumed.

**RealityPlus** An immersive case-study, individual and group activities provide the skills to meet the demands of managing a global project. Activities include:

- Identifying issues specific to global projects
- Exploring the key skills of a global project manager
- Defining objectives and deliverables
- Analysing stakeholders based on geography
- Selecting appropriate communication tools
- Dealing with cultural differences
- Critiquing the work package
- Creating product descriptions
- Motivating across boundaries and cultures
- Controlling global risks
- Assessing governance issues
- Analysing the effectiveness of the project office

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### Course 3620 Outline

#### Identifying Global Challenges

- Defining global projects
- Categorising global issues
- Exploring the unique challenges of global projects

#### Defining the Global Project

##### Developing the content of the project charter

- Determining objectives
- Describing deliverables

#### Managing global stakeholders

- Identifying stakeholders
- Analysing stakeholder expectations
- Developing the team

#### Communicating Effectively Across Cultures

##### Addressing geographical challenges

- Resolving communication issues
- Recognising time zone constraints

##### Applying communication tools

- Identifying useful tools
- Maximising the benefit of the appropriate tool

##### Collaborative tools

- Assessing the value of collaborative tools
- Selecting the correct tool

#### Addressing Cultural Issues to Reduce Project Risks

##### Exploring differing cultural factors

- Recognising attitudes to cost, time, scope and quality
- Punctuality vs. relationship

##### Conducting Research

- Investigating cultures
- Dealing with cultural differences
- Leveraging the best approach for the project

##### Managing different disciplines

- Differentiating culture of commerce and government
- Exploring the culture of differing skill sets

#### Controlling the Work Flow

##### Supporting the global project organisation

- Leading the project team
- Managing stakeholder relationships

- Justifying the start up meeting

#### Planning the project

- Producing the project plan
- Delegating work packages
- Documenting products
- Clarifying product interactions

#### Motivating remote teams

- Achieving deadlines
- Obtaining accurate progress information

#### Managing global risks

- Identifying and minimising global risks
- Analysing and mitigating global risks

#### Developing the Project Management Office

##### Instituting clear governance

- Determining funding
- Adopting a standard process for change control
- Ensuring compliance

##### Establishing the project office

- Distinguishing the scope of the project office
- Supporting key roles: project manager and project support

##### Addressing the key issues of a global project office

- Administering the virtual project office
- Interacting with varying cultures

##### Overcoming obstacles unique to the global project

- Recognising political issues
- Reconciling financial differences
- Accommodating legal and governmental boundaries
- Resolving infrastructure difficulties

#### Closing a Global Project

##### Returning project resources

- Evaluating individual and team performance
- Preparing re-entry

##### Finalising financials

- Invoicing clients
- Closing accounts

##### Evaluating lessons learned

- Emphasizing the importance of lessons to the global project
- Gathering, documenting and applying lessons
- Assigning follow-on actions