

## Civilian Services Program Management

**Length:** 2 Days

**Summary:** Learn how to improve government efficiency and effectiveness through best practices for project and program management (P/PM)

### COURSE CONTENT

#### Day 1:

- a) Discuss the hierarchical structure, importance and roles within Portfolio, Programs and Projects
- Portfolio Management - Key strategic areas to achieve the agency's overall mission and objectives
  - Program Management - The coordinated application of general and specialized knowledge, skills, expertise, and practices for the organizations to achieve benefits of the agency mission, goals, and objectives
  - Project Management - The coordinated application of general and specialized knowledge, skills, expertise, and practices to a project to achieve its stated goals and outcomes.
- b) Discuss the framework that outlines general project and program management (P/PM) standards applicable to all program types
- Discuss managing the triple constraints of scope, schedule and cost
  - Discuss how to improve program effectiveness to overcome barriers to program performance. Train on the use of cost and schedule data to support decision making toward achievement of intended results
  - Risk Management – Discuss the integral and iterative processes of risk management to support P/PM objectives

#### Day 2:

- a) Discuss Stakeholder Engagement and Management Strategy
- stakeholder analysis for power and interests of stakeholders
- b) Learn soft skills for delivering customer satisfaction
- employing effective and clear communication methods
- c) Discuss the use of critical thinking and creative problem solving techniques
- support decision-making to solve program management challenges
- d) Learn the art of negotiation, persuasion and influence
- e) Group discussion on learning objectives for program improvements