

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 or remote 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 multicultural team.

Who Should Attend Project managers, program 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, and 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
- Analyzing 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
- Analyzing the effectiveness of the project office

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Course 3620 Outline

Identifying Global Challenges

- Defining global projects
- Categorizing 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
- Analyzing stakeholder expectations
- Developing the team

Communicating Effectively across Cultures

Addressing geographical challenges

- Resolving communication issues
- Recognizing time zone constraints

Applying communication tools

- Identifying useful tools
- Maximizing 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

- Recognizing 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 cultures of commerce and government
- Exploring the culture of differing skill sets

Controlling the Work Flow

Supporting the global project organization

- 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 minimizing global risks
- Analyzing 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 assurance and project support

Addressing the key issues of a global project office

- Administering the virtual or remote office
- Interacting with varying cultures

Overcoming obstacles unique to the global project

- Recognizing political issues
- Reconciling financial differences
- Accommodating governmental boundaries
- Resolving legal difficulties

Closing a Global Project

Returning project resources

- Evaluating individual and team performance
- Preparing reentry

Finalizing financials

- Invoicing clients
- Closing accounts

Evaluating lessons learned

- Emphasizing the importance of lessons to the global project
- Gathering, documenting and applying lessons
- Returning resources