

MANAGING EXPECTATIONS TO SUCCEED

PM08.44

Are unrealistic expectations the root of all suffering?

Ultimately the sign of a successful project is client and sponsor satisfaction. Satisfaction is driven by expectations. This session explores how to apply concepts and techniques to negotiate win-win expectations. It combines the technical skills of planning, estimating and requirements definition with the behavioral skills of emotional intelligence and open-minded mindfulness. This is a foundation for the kind of portfolio management, engagement management, project initiation, baseline planning, project execution and control that leads to successful projects and rewarding ongoing relationships.

PREREQUISITES

- None

LEARNING OBJECTIVES

At the end of this class, participants should be able to:

- Apply their understanding of the five dimensions of expectations to ensure completeness
- Apply knowledge of the roles in managing internal or external client engagements to ensure mutual expectations
- Use their knowledge of goal setting, to identify and overcome barriers to project success
- Apply the principles of win-win negotiating, dynamic estimating and scheduling to ensure that expectations are maintained throughout project life
- Establish working agreements to ensure that expectations regarding performance and relationships are mutually accepted

WHO SHOULD ATTEND

- Managers and project managers
- Business analysts
- Staff that is involved in setting and fulfilling expectations
- Groups of people working together to perform projects or provide services

COURSE OUTLINE

- Introduction: What are expectations and how do they affect success?
- Engagement Management
- Goal setting: Project Portfolio Management, the Sales Cycle and Initiation
- Scope and Requirements Definition
- Estimating and scheduling
- Establishing Working Agreements

There are numerous activities/exercises throughout the class.

CLASS LENGTH

- One day (8 PDUs) **OR**
- Two days (16 PDUs)