

For Project Professionals – who want to Save Time and make their Projects Fly



Save 3¼ hours a week:

Facilitation Skills for Project Professionals – Part I



Learn how to build on your training and experience:

- **Save 3 ¼ hours a week**, or even more.
- Get things done **without line management authority**.
- **Make your project meetings** and conferences calls work even better.
- **Engage your stakeholders**, your project team and even the public.

3-4 June 2009, Leicester, United Kingdom

As a project professional, your life is fast-paced and packed with challenges. With more and more expected from you, your time is even more precious than ever. What's more, projects are becoming more complex and teams tend to be split geographically. It's no longer enough just to follow the standard processes that worked for you in the past.

The people aspect of your job is becoming crucial. You realise that meetings are taking up more and more of your time, and they are not always the best use of such a valuable resource! Our research shows that project managers typically spend between two and four days a week in meetings, both face-to-face and conference calls. Another challenge is engaging your stakeholders and project team, over whom you have no direct line authority - yet, you have to rely on them to achieve success.

However, it doesn't have to be like this! We've experienced the difference that facilitation skills can give to project professionals like you. They slash the time that you spend in meetings and to help you to engage your teams and stakeholders. All this leads to project success:



What you will gain from this programme? By the end of the two days, you will be able to:

- Cut the time you spend in meetings each week, and make them even more effective,
- Engage your project stakeholders even better than before,
- Develop ways to work with your project team, even without line authority,
- Make it more likely that actions are carried out, both after meetings and conference calls,
- Get the best out of everyone attending a meeting: how to handle people who try to dominate as well as those who prefer not to speak out,
- Be clear on how best to get to decisions, and on what makes project groups work,
- Put into place your own action plan to apply the tools and techniques in your own work.

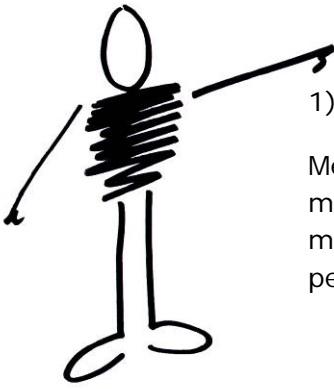
What will you achieve by freeing up 3 ¼ hours per week? You might want to spend the time on building the relationships with your stakeholders. You might prefer to use the hours to be more proactive: to focus on your project risks perhaps? Of course, some will enjoy adding balance into their hectic lifestyles. It's up to you.

How much longer will you put up with working those extra hours? Coping with project team members and stakeholders? If you don't join us, you'll miss out.

Who is this programme for? This course is designed for you if:

- You spend more than a day a week in meetings.
- You find that your time spent in meetings is often not the best use of your valuable time.
- You are a project professional: programme manager, project manager, project leader or business analyst.
- You are likely to have at least two years experience of working in projects.
- You work with a variety of people, many of whom do not report to you as their boss.
- You realise that there is more to project success than just applying each step of a project methodology.

After six months to a year of applying these skills, you'll be ready for Part II. It's our one day workshop to consolidate your skills. We'll focus on the particular types of project meetings you attend. For **programme and project managers**, we cover initiation through to post implementation reviews. For **business analysts**, we work from vision to requirements meetings and business process workshops.



Nine Project Problems you'll leave behind:

1) *'I spend so much time in meetings that I don't have time to do my real work!'*

Meetings don't need to take so long. They can be much more effective and take much less time. We'll show you ways you can save up to a third of your time in meetings, leaving more for you! You'll learn the right questions to ask when other people ask you to attend their meetings too.

2) *'In my organisation, people usually aren't sure why they have been asked to a meeting. We often waste fifteen minutes or more at the start waiting for people to arrive and even more time negotiating (or even arguing) about what we'll do during the meeting.'*

During the course, you'll learn how to give your meetings a clear purpose and structure so that people know where they need to be, when and why.

3) *'I don't have line management authority over the project team as I'm in a matrix organisation. This makes getting things done much more complicated!'*

The skills that you'll practise on this course won't just help with meetings. They provide ways for you to get the most out of your team, in ways that motivates them to do their best for you and your project.

4) *'One or two people usually dominate the meeting, whereas others are quiet and speak up only when it's too late.'*

You'll learn and practise tools and techniques to get the right information from everybody at the right time.

5) *'Actions just don't get done!'*

By using our methods to create and record actions, people will be much more committed to carrying them out. You'll learn a technique so that agreed actions are already documented when you leave the meeting room!

6) *'How do I deal with stakeholders? They are so many different types and I have no control over them!'*

The skills that you'll practise on this course will help you to deal with a range of stakeholders in ways that encourages their involvement and motivates them.

7) *'It's hard to get to a decision. Our meetings tend to turn into talking shops'*

You'll learn a range of techniques that work when making decisions with groups.

8) *'Our project team is spread across several sites and we can't always have face-to-face meetings.'*

We'll cover remote meetings and conference calls too.

9) *'I hate to say so, but our meetings are often so dull that I can't remember what I spent the last three hours doing!'*

Don't worry! We'll show you appropriate ways to make your meetings easy to recall.



Meet the project facilitators who will guide you through the two days:

Dr Penny Pullan



With a successful track record in project management, business analysis, training and facilitation in blue chip multi-nationals over 15 years, Penny now runs Making Projects Work Ltd.

Penny is well known for her innovative, yet practical methods, which make meetings and projects come alive. Her flair for generating ideas and really getting people on-side is pure gold.

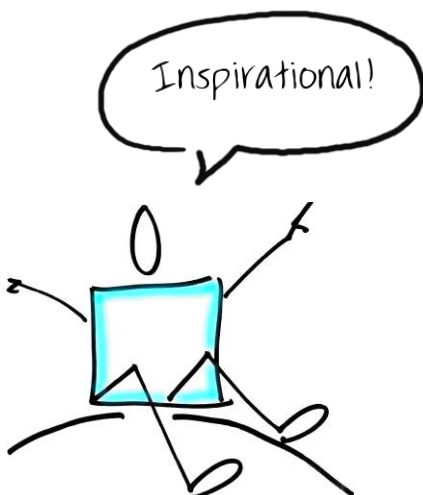
Penny is an experienced Project Manager, certified as PMP, PRINCE2 and MSP Practitioner. Her success stories range from creating global business processes through to working with the UN, governments and industry to reduce child labour on cocoa farms. She's also a Certified Professional Facilitator (CPF), who runs the full range of project meetings from vision to project reviews, as well as government consultations. Her PhD in Nanotechnology is from Cambridge and she is a Chartered Engineer.

Neil Williams

Neil's project experience has taken him all over the world. One project was to design and implement new global corporate learning processes and IT for a multinational. The stakeholders were spread across every continent - except Antarctica! Neil ran this successful project remotely. He knows all about making conference calls work, as well as face to face meetings. Neil is also a graduate in Mathematics from Nottingham.

As a facilitator of change and a natural coach, Neil provides a clear framework and environment for team members and stakeholders to find ways forward for themselves. His coaching shines on the football pitch too, with his youth team having lots of fun. He works hard to build a cohesive environment and excellent team spirit.

Recently, Neil's stretched his skills in a different setting: he's working with groups of parents through very complex and entrenched issues. He's been fascinated to see how similar to project work this is – from recognising the 'as-is', identifying areas of focus, exploring possible ways forward, to taking responsibility and committing to action.



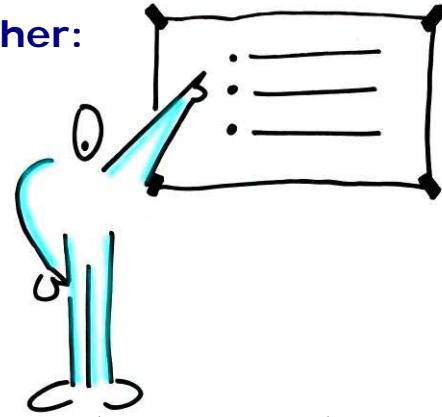
Between us, we have clocked up years and years of experience working on projects, and as facilitators and trainers. We were responsible for developing project management and facilitation skills, in Mars Inc. which is well known for excellent training. We saw the extra effectiveness that this combination gave to project professionals and to their success.

We've worked with corporate, government and charitable clients in the UK and abroad, and saved countless hours through really effective meetings and projects.

We will make sure you will too.

Penny Neil

What we'll cover together on our two days together:



What works for us already:

We'll start by listening to everyone's objectives and exploring how we'll work together. We'll explore what already works in our projects: focusing on our meetings.

And then...

- Exploring what great groups have. What can we aspire to?
- Understanding how teams form: introducing some useful models for projects (no psychobabble)
- What roles do we need in a meeting? What is a facilitator? What other roles should we use?
- Preparation: how to be really effective in the shortest possible time.
- How to start up a meeting for maximum success.
- Working with groups:
 - Getting input from all, not just a few,
 - Understanding and handling conflict,
 - Decision making in a group,
 - Problem solving in a group.
- Building trust and commitment without line authority.
- Building engagement with your stakeholders.
- When to intervene to get your meeting or project back on track, and when not to.
- Practice in a project context: you'll work on examples from your own experience and projects.
- Making it work when your group isn't together: conference calls, videos and webinars.
- Working on your next challenge: return to work with your own action plan in place.
- What other help is out there?

Putting it all together with:

- Chances to practice skills and review your learning in a positive, supportive, safe environment.
- Linking your learning to the work that you do, so you can apply it immediately on your return.
- Find out a host of ways to make a positive impact on your meetings and project relationships.

You'll finish with tons of practical skills, together with ideas and plans for your meetings, projects and engaging your stakeholders.

Date and Location: 3-4 June 2009 at the City Rooms, Leicester.

The City Rooms are in a listed Georgian building in the heart of Leicester, an upcoming and vibrant city. They are just ten minutes walk from the train station, with regular trains to London, the East, the Midlands and the North. Nottingham East Midlands airport is half an hour away. Parking is available close by.

You can choose to stay in a luxurious suite at the City Rooms themselves. Alternatively, there is a range of hotels very close by, from the brand new boutique Maiyango Hotel, to the Holiday Inn and Ibis. With award winning restaurants close by and a brand-new shopping centre, Leicester is a great city to spend a night or two. Both the City Rooms and Maiyango were featured in the Guardian's City supplement recently.



How many more hours can you afford to waste? Reserve your place today.

An alternative: In house courses – tailored to your organisation

Does this sound great, but you'd like to tailor the course to fit your own exact requirements or perhaps you have five or more people to train?

Contact us directly at courses@makingprojectswork or +44 (0)1509 821691.

Don't just take our word for it...

Here are the great things that people say about this workshop:

'I've gone from feeling engulfed by project meetings to feeling more empowered!'
James Marchant

'Group dynamic was good and encouraged. Practical nature also meant learning by doing/experience - excellent.'
Jon Bugge
Project Manager
Save the Children

'I found the whole experience so professional right from the invitation through to the course. It far exceeds the experience I've ever had with other training.'
Lisa Talifero

'An opportunity to learn about models/techniques to help improve my practical experience.'
Joanna Swiers
Corporate Impact Co-ordinator



'Great course leaders/facilitators. Lots of opportunities to practise.'
Lisa Talifero
Director
EngagementWorks Ltd.

'I liked the ahas, lots of practice, safe environment, nice number'
Maduri Rajkumar
HR Services Manager

'I really valued the opportunity to try things out in a safe environment and have genuine feedback on my facilitation skills'
Lucy Oakshott
Save the Children UK

'[The course] was really good... Penny is a fantastic trainer and I got so many good ideas from her.'
Ruth Jones, Volunteer Development Manager

How did they feel after the course?

I've gone from feeling that meetings were a necessary evil (slightly out of control) to having a stepping stone with energy that can be channelled.

Very excited about trying out the new approaches and techniques I have learned.

I've gone from feeling nervous about project meetings to being excited to try new things.

What do they say to you?

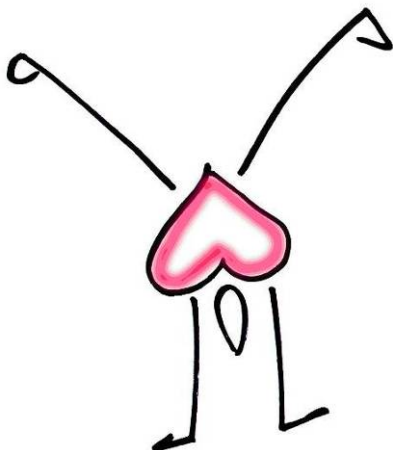
Do it! Recognise it as a skill that needs training.

I recommend it.

Be prepared to get involved. You will have a great time and you will learn some great techniques. Watch and learn from the way the course leaders facilitate. They are excellent at it.

If you want a set of tools to help improve your projects/meetings/facilitation - Sign Up!

Go go go!!



Our recent clients include:
AstraZeneca
Capital One
Johnson & Johnson
National Grid
Pearson Education
ESI

A major FMCG Multinational
Manchester University
The Open University
Various Government Bodies
Project Consultancies
and more ...



What you can expect from the Workshop:

Practical, pragmatic tips from experienced project managers: We know what works and what doesn't. Too often, 'soft' skills courses don't understand the work of projects and programmes. Ours do. Only experienced project managers who are also excellent facilitators train our courses.

Practice the skills as you learn: You'll get lots of opportunities to practice as you learn throughout the day. By the end of the course, you will have tried out the skills and be ready to use them on your own projects.

A relaxed and friendly environment: We believe that people learn most when they are enjoying themselves and feel supported and safe. We positively encourage discussion and the sharing of ideas and feedback during the course. People learn from each other and from the huge variety of project experience in the room.

No Death By Slides: We will use our facilitation skills to keep you engaged and interested. We promise to keep slides to a minimum. Where it's appropriate, we use graphical techniques to capture what people say on huge sheets of paper to support even more effective communication.

Tailored to your needs: We limit the size of the group to no more than eight per instructor, so you'll get plenty of individual attention, focused on what you need in your role.

We ban 'psycho-babble' from our courses: jargon gets in the way. We translate the most useful concepts and models so that you don't have to learn a whole new language to use them.

You can expect to leave with practical tools that you can apply straight away. These are tried and tested – we have used all of these in projects to make sure you get just what you need.

Make progress on your project while you're on the course: We'll be working on your own real examples (if you wish) so you'll have moved your project on.

We realise that life as a project manager is busy, and that it is all too easy to fall back into old ways of working on your return. We provide a range of ways to support your learning and to encourage you to take action. You'll receive a short reminder of the best ideas each week for a month after the course. We'll invite all participants to a teleseminar a month later too.

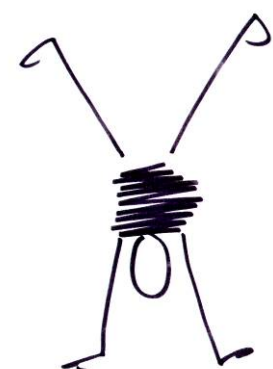
Your investment:

You've experienced Making Projects Work through our tips and perhaps our talks.

In these two days you will gain in confidence and get to practise tools and techniques to save time and build success. You'll learn how to save hours of time, both for yourself and for your team. You'll be even more effective with your team and stakeholders.

Your investment for this first workshop will be just £799. This covers the two day course, your workbook and course binder, lunch, refreshments, a follow up e-course and the telephone conference a month afterwards.

For this course only, there is absolutely no VAT to pay!



Book by 12th May at tinyurl.com/save3hours to receive bonuses worth £100:

- ✓ A discount to bring the price down to £749 all inclusive (worth £50)
- ✓ Our Meeting Start Up Template in A0 and paper poster form (worth £50).





Booking Form – Reserve your place

📄 Book online by 12th May at tinyurl.com/save3hours to receive bonuses worth £100!

✉ Send us this form by post to Making Projects Work Ltd., Ludlow House, 1 Cumberland Road, Loughborough, Leics LE11 5DE.

☎ Phone us at +44 (0)1509 821691. There are limited spaces on this course.

Name: _____

Organisation (if appropriate): _____

Address: _____

Town/City: _____

County/State: _____

Postcode: _____

Country: _____

Telephone: _____

E-mail: _____

Method of Payment:

Please enclose purchase order, cheque or credit card information if you are booking offline.

This form may be photocopied if you prefer. Please make cheques payable to Making Projects Work Ltd.

Tick one of the following:

Fee enclosed – credit card no: _____

Expiry Date: _____/_____/_____ Three Digit Security Code: _____

Name (exactly as on the card): _____

Billing Address (exactly as used for the card): _____

Fee enclosed – cheque no: _____

Purchase order No _____ attached.

Invoice my organisation, for the attention of : _____

Please note that your fees **must** be paid in full before the course date.

Booking information:

On receipt of your booking form, we will send you confirmation of booking and invoice or receipt. If you are unable to attend, you may send another delegate in your place at no extra charge. Confirmed bookings may not be cancelled after 18th May. Fees are due on booking or you may lose your place. VAT is not charged for this particular course, as Making Projects Work Ltd. has not completed VAT registration. Our full terms are: <http://www.makingprojectswork.co.uk/Terms/tabid/1019/Default.aspx>