

Course Description: This course provides a high level overview of project communications management, quality management, and risk management. Included in the course are the main ideas, processes, key steps, and indicators of how well a project is performing in each of these areas. For each topic covered there is a detailed inventory of steps that can be used to structure and inspect the performance of a project manager or project management team.

Who Should Attend: This course is specifically developed to support Project Managers who need to meet the Federal Acquisition Certification for Program and Project Management (FAC-P/PM) program core training requirements.

Prerequisites: There are no prerequisites for this course.

Benefits of Attendance: Upon completion of this course, students will be able to:

- Comprehend Project Management theory, concepts, vocabulary, and processes.
- Effectively lead, integrate, and support the projects they manage.
- Strengthen skills in planning, communications, quality, risk, and leadership.

Course Outline:

Review of the Project Management Process

The Project Management
High Level Definition
Intended Effects
Key Roles and Responsibilities
Project Planning Concepts
Scoping the Project
Work Breakdown Structure
Network Diagram
Activity Duration Estimates
Resource Requirements
Duration Estimation
Schedule
Cost Estimates
Budgeting
Earned Value Management Systems
Quality
Human Resources
Communications
Risk Management

Quality Management

Overview of Project Quality Management
Defining Quality
Evolution of Current Quality Thinking
Quality Models and Processes
Quality Planning
Tools and Techniques for Quality Planning
Quality Management Plan
Quality Metrics
Quality Checklists
Process Improvement Plan
Performing Quality Assurance
Introduction to Performing Quality Assurance
Tools and Techniques for Performing Quality Assurance
Quality Planning Tools and Techniques
Quality Audits
Project Management Plan Updates Exercise
Performing Quality Control
Quality Metrics, Quality Checklists, Organizational Process Assets, Work Performance Information, Approved Change Requests, and Deliverables
Tools and Techniques for Performing Quality Control

Communications Management

Interpersonal Skills
Understanding, Courtesy, Tact, Empathy
Developing and Maintaining Relationships
Dealing with Difficult People
Modes and Methods of Communication
Intended Outcomes
Confirming Outcomes
Verbal Communication
Speaking and Listening Skills
Meetings
Communications Planning
Introduction to Communications Planning
Communications Requirements Analysis

Communications Management Plan Exercise
Information Distribution
Introduction to Information Distribution
Information Gathering and Retrieval Systems
Information Distribution Methods
Managing Stakeholders
Inputs to Managing Stakeholders
Tools and Techniques for Managing a Stakeholder
Issue Logs
Resolved Issues

Risk Management

Risk Management Planning
Determining How to Approach, Plan, and Execute Project Risk Management Activities
Outputs of Risk Management Planning
Risk Identification
Tools and Techniques for Risk Management Planning
Documentation Reviews
Checklist Analysis
Assumptions Analysis
Qualitative Risk Analysis
Tools and Techniques for Qualitative Risk Analysis
Risk Probability and Impact Assessment
Probability and Impact Matrix
Risk Data Quality Assessment
Risk Categorization
Risk Urgency Assessment
Quantitative Risk Analysis
Tools and Techniques for Qualitative Risk Analysis
Data Gathering and Representation Techniques Including Interviewing, Probability Distributions, and Expert Judgment
Quantitative Risk Analysis and Modeling Techniques
Risk Response Planning
Strategies for Negative Risks or Threats Including Avoidance, Transference, and Mitigation
Strategies for Positive Risks or Opportunities Including Exploiting, Sharing, and Enhancing
Strategies for Both Threats and Opportunities Including Acceptance
Contingent Response Strategy
Risk Monitoring and Control
Risk Reassessment
Risk Audits
Variance and Trend Analysis
Technical Performance Measurement
Reserve Analysis