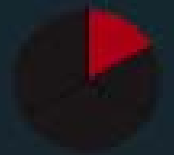




Global Project Management Training Program



Global Standard Training



Background

- 5 Years ago GLX clients began requesting PM training
- Specific **needs** were unclear
- However, they wanted:
 - ✓ **Global Standard** training (PMBOK)
 - ✓ High completion rates; interesting for students
 - ✓ Verifiable results; useful, practical lessons
 - ✓ Broad range of target participants
- GLX began researching

Global Need



- **1/5 of Global GDP is spent on projects**
 - US\$12,000,000,000,000 last year
- **Survey of Global Senior Executives:**
 - Most important management job category (PM)
 - Other 97% were parts of PM Profession
 - 60% said PM collaboration is increasing
- **Global business is Project Business**

Needs Assessment



Objective

- To identify common problem areas

Method

- **Research**; PM journals, published surveys, etc.
- **Survey**; GLX customer survey
- **Client needs assessments**; internal surveys
- **Face to face interviews**; with PMs, PMOs, Line Mgrs
- **Client requests**; direct requests

Research Results 1



PM “Hard skills” were generally adequate*

- OJT and PM training effective (in mature PM businesses)
- *Less effective in non-project oriented businesses

Problem areas were mainly “soft skills”

- Leadership and Management
- Customer relations
- Negotiation
- Communication
- Team building
- Conflict Resolution
- Diversity & Multicultural Awareness

Research Results 2



Soft skill problems were serious:

- Project teams lacked clear direction;
 - projects were late, quality slipped
- Customers were unhappy
 - lack of ownership for problems
- Project costs went over budget
 - team members could not negotiate w/ foreign suppliers, etc.
- Conflict among team members
- Too much management escalation
 - team members could not solve their own problems

Why English?



Problem

- Global Project Teams are the future
- Global Project Teams **must** communicate in English

Solution

- Experienced English speaking Project Managers as trainers

Benefit

- Trainees practice their skills in English; more realistic
- Training has multicultural dimension

PM Mission Statement



To prepare all project team members to work in and lead high performance, multicultural, global project teams.

We focus on giving workers practical skills that can be applied in their daily work and produce immediate, visible, and measurable benefits both for themselves and for their companies.

This means building happy, productive project teams, who finish projects on schedule, within budget, and which exceed their client's expectations.

Registered Education Provider



- Globalinx Corp has been reviewed and approved as a provider of project management training by the Project Management Institute (PMI).
- Certificate of Completion; 15 Professional Development Units (PDUs) for PMP certification.



Quality Control



R. E. P. Assessment process:

- ✓ Mature organization (GLX = 41years)
- ✓ Delivery method (Classroom, practical)
- ✓ Content is **Global Standard** (PMBOK)
- ✓ Continuous improvement process
- ✓ Qualified course designers/trainers (PM's)
- ✓ Random Audits, 3 year certification



Program Designer



- Mark Beresford; Program Director of Globalinx CORP
- 20 years experience in Project Management
 - International Construction, Telecommunications, IT, and Program Development projects
 - Diverse, Multicultural, and Remote project teams
- 10 years experience as corporate trainer and program developer

Program Overview



- **Team Work**
 - Best practices for high performance project teams
- **Multicultural Team Management**
 - Team Leadership; motivation and persuasion
- **Negotiation**
 - Negotiate for project success (in power & weakness)
- **Process Management**
 - Project event planning & facilitation
- **Stakeholder Communication**
 - Communicate project status to customers and management
- **Others coming soon (e.g. Basic Project Management, Customer Service ...)**

Project Benefits



- Communicate the project vision clearly
- Reduce communication problems and misunderstandings
- Reduce personal agendas which conflict with project objectives
- Deal with team members who resist taking orders
- Get team members to provide honest, up to date status reports
- Build team members confidence or skills
- Choose the correct leadership style to match staff needs
- Give & receive feedback constructively
- Build a self monitoring team and reduce escalations
- Manage diverse project teams
- How to negotiate a "third way" of behavior for multicultural teams
- Use conflict creatively and cooperatively
- Resolve negative conflict directly

Effective Project Management:

- Increases innovation
- Boosts competitiveness
- Improves operational efficiency
- Helps identify, retain, and grow HR talent

Certificate of Completion

GLOBALINX CORP

Have the pleasure to certify that

<Mr. Name>

Has successfully completed the:

Global Project Management

Team Work seminar

PMI Course Number 3077-GLX001 (15 PDUs)

Day, Month, Year



Mark Beresford

Mark Beresford
GLOBALINX CORP

