



“In Process Management and Scheduling managers are introduced to the basic principles of process management.”

## Project Management

### Process Management and Scheduling

#### Workshop Overview

In *Process Management and Scheduling* managers are introduced to the basic principles of process management. They learn how to build a process map, identify critical handoffs, establish output standards, and build in a process ethic among the project team members. Emphasis is placed on process quality management and continuous process improvement. Managers are shown how to convert a process map to a critical path schedule, how to manage the project schedule using project management software, and how to communicate process schedule information to stakeholders in ways that respond to the needs of the stakeholders. With this technical foundation the human aspects of process management are explored and include team goals, team behavioral norms, team communication, culture of commitment, individual autonomy, task coordination, brainstorming and team problem solving, and continuous process improvement.

#### Workshop Objectives

1. Managers know how to construct a process map and establish process handoff standards.
2. Managers know how to convert a process map to a critical path schedule and manage the schedule using process management software.
3. Managers understand how to communicate team goals, build individual enrollment, establish behavior norms and a culture of commitment, create effective communication channels, and provide effective leadership for successful team problem solving and continuous process improvement.

#### Take-Home Value for Managers and their Company

1. Projects are well organized on the front end.
2. Projects are effectively managed throughout the life of the project.
3. All project stakeholders have the project information they need.
4. Project teams function harmoniously and effectively.
5. Project reliability improves.

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### **Time Frame**

1.5 days

### **Post-Workshop Coaching**

Steve Dudley Associates is committed to the successful application of our workshop materials. We offer one-on-one coaching as a value-added option for each of our workshops. Please click on the “Coaching” tab to see a description of our workshop follow-up coaching program.

Workshop: *Process Management and Scheduling*

Recommended coaching sessions: 4

Suggested areas of coaching support:

- Assisting project managers in their initial attempts at creating a process map for their project and establishing process handoff standards.
- Converting project process maps into critical path project schedules and managing the schedule using project management software.
- Providing effective project team leadership.