301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

PHOENIX TS

Managing Stakeholder Expectations and Relationships

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Course Includes:

- 2 days of classroom or live virtual instruction
- Course textbook
- Guided classroom exercises
- Scenario-based readings
- Notepads, pens, highlighters and other necessary course materials
- Full breakfast with variety of bagels, fruits, yogurt, doughnuts and juiceTea, coffee, and soda available throughout the dayFreshly baked cookies every afternoon – *only at participating locations

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Course Outline

Lesson 1: The Reality of Project Management

Lesson 2: Project Complexity and Readiness Assessment

Lesson 3: Culture and Politics

Lesson 4: Understanding Stakeholders and What They Want

- Stakeholder Identification
- Stakeholder analysis
- Stakeholders and the Requirements
- Responsibility Assignment Matrix
- Stakeholder Engagement and Expectations Management
- Stakeholder Management Plan
- Evaluate the Process

Lesson 5: Connecting Success and Constraints

- Defining Success through Constraints
- The Triple Constraint/Competing Demands
- The Constraints Face-off
- Setting Expectations
- Success Acceptance and Approval
- Project Charter
- Beyond Scope, Time, and Cost
- Success Factors
- Enhance the Measurements

Lesson 6: Assumptions: The Project Manager's Best Friends

- What is an Assumption?
- Specify and Record Assumptions
- What Might Happen with Assumptions
- Assumption Categories
- Document Assumptions from the Start
- How to Identify Assumptions
- Assumption Log
- Project Assumptions
- Potential Backlash
- Assume and Monitor

Lesson 7: Learn What Quality Means

- Management Responsibility
- About Quality
- What is quality?
- Cost of Quality
- Quality Management Plan
- Quality Considerations
- Project Health

Lesson 8: Managing Project Change

Lesson 9: Designing and Managing Project Communications

- Not a 50-50 Effort
- Changing Project Management
- Communication Planning
- Team Contract and Ground Rules

Lesson 12: Organizational Influences

- Critical Chain
- Risk and Change Requests
- Lessons Learned and Post Implementation Review
- Project Rescue and Recovery
- What is Recovery About?

Lesson 13: Integration: Putting It All Togetherï»¿ï»¿

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Starting at **$1,095**

ATTENTION
For GSA pricing or Contractor quotes call

301-258-8200 – Option 2.

GSA

Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

Included in this **Managing Stakeholder Expectations and Relationships**

- 2 days instructor-led training
- Managing Stakeholder Expectations and Relationships training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*