

[View Full Course Details including Latest Schedule Online](#)

PHOENIX TS

# Managing Stakeholder Expectations and Relationships

**Due to Covid-19 safety restrictions** PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

## Course Overview

Price: \$750

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

## 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 Together

**Due to Covid-19 safety restrictions** PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

Starting at **\$750**

### ATTENTION

For GSA pricing or Contractor quotes call  
[240.667.7757](tel:240.667.7757)



### 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\*