



People Issues and PRINCE2®

Introduction

This course is specially designed for Project Managers who hold a PRINCE2® Practitioners Certificate and are working towards the ISEB Certificate in Project Management for Information Systems examination.

This covers the "Managing people and other resources" ISEB syllabus elements. It is expected that candidates will also attend the Steria PRINCE2® Planning and Control techniques module and will sit the ISEB Examination.

Course Content

The People Issues and PRINCE2® course brings together all of the important people skills and techniques that are most likely required in a PRINCE2® project environment, now and in the future.

By the end of this course you will be able to:

- Understand the types of people-related behaviours that can influence project success, and what generates these
- Use a range of strategies and techniques to mitigate the effects of people problems on projects
- Appreciate the effect of varying levels of motivation on teams in the project environment
- Understand how motivation and leadership theories can be used to maximise personal effectiveness
- Identify the factors that need to be addressed to build effective, high performing teams
- Use techniques for dealing with difficult people issues at all levels in the project organisation
- Understand the principles of managing, and communicating with Stakeholders at all levels
- Take the examination with confidence

The course is a mix of lecture and workshop format using discussion groups, role-play and practical exercises to reinforce the course objectives.

Included with the course is a copy of the TSO publication "The People Side of PRINCE2® – A Project Managers Guide" and a comprehensive set of notes covering each of the lecture sessions.

Course Topics:

- People-related issues and how they affect project success
- Negotiation
- Influencing skills
- Stakeholder management
- Formal business communications
- Conflict Management
- People side of planning and estimating
- Team building and management
- Selection and induction
- Motivating people

Prerequisites

Delegates attending this course should have already be a current Registered PRINCE2® Practitioner and have attended, or will be attending, the PRINCE2® Project Planning and Control Techniques course.

Prior to attending the course delegates should have read the TSO publication "The People side of PRINCE2®" which will be issued prior to attendance on the course.

Duration

This is a two-day course.

Dates and Prices

Contact our Course Co-ordinator or visit our website to:

- Reserve your place on this course
- Obtain a quotation for an in-house run of the course
- Find out more about our complete range of business change courses.

Steria's Pedigree

Working in partnership with Steria has benefited our international client base since 1985 by giving them access to acknowledged experts in the provision of world-class project and programme services.

We have consistently been in the forefront of innovation and delivery in the fields of Education, Training and Consultancy. For example, we were designers and co-authors of the PRINCE2® Project



Management method and remain closely involved in its development.

All our consultant lecturers are experienced practitioners who actually do the job, thus ensuring that they bring relevant and up-to-date practical experience to their training and consultancy.

About Steria

Steria is an international business process and IT services company. We create and deliver process and technology solutions that significantly improve clients' business performance. Through strong relationships, commercial innovation and our integrated Indian delivery capability, we drive real and long-term cost

reductions, performance improvements and new ways of working tailored to each client. The services we provide are Business and Technology Consulting, IT Implementation, IT Outsourcing and Business Process Outsourcing.

Steria Learning Services

+44 (0) 208 479 2777

email: SteriaTraining@steria.co.uk

website: www.sterialearningservices.co.uk

PRINCE2® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries.