

## Advanced Project Service Management (PM)

Category	Description	Content	Proposed Training Dates
<b>Advanced Project Service Management</b>	<b>Daily Activities</b>	<ul style="list-style-type: none"> <li>• Learn the skills necessary to build trusted customer relationships by delivering outstanding project experiences</li> <li>• Learn project service skills to empower you to deliver profitable projects on time and within budget</li> <li>• Simplify how you manage, track and submit estimated and billed project time by linking the tasks and deliverables within calendars</li> <li>• Training on the skills necessary to track all project and non-project schedules by linking group and project calendars</li> <li>• Develop the skills to communicate on projects, identify and track overruns, and approve all costs and time that impact their projects for project managers and customers</li> <li>• Training on the skills necessary to manage invoicing, generate, approve, and distribute accurate project invoices by email and on the web</li> </ul>	
	<b>Training for the Project Life Cycle</b>	<ul style="list-style-type: none"> <li>• Learn the skills to deepen customer engagement and cultivate trusted customer relationships using a predictable customer responsive engagement approach to deliver consistently value added successful projects</li> <li>• Training on the skills necessary to empower staff to balance resource utilization and increase productivity across projects while fostering team coordination, collaboration, and personal creativity</li> <li>• Create and manage a culture of employees with the skill necessary to make informed and timely innovations in customer service</li> </ul>	

	<p><b>Opportunity Management</b></p>	<ul style="list-style-type: none"> <li>• Develop the skills to create and manage project based opportunities to help forecast profitability and feasibility by project</li> <li>• Learn the skills necessary to quickly create project contracts, manage labor rates and create meaningful statements of work</li> <li>• Training on how to collaborate and communicate real time with customers on quotes, project scope and resource requirements</li> </ul>	
	<p><b>Planning and Analytics</b></p>	<ul style="list-style-type: none"> <li>• Training on project scheduling and management capabilities to complement the collaborative sales planning process</li> <li>• Develop the skills to (1) optimize resource assignment by consolidated scheduling to ensure the right people are on the right projects, (2) simplify engagement across project managers, resource managers and sub-contractors to identify demand, talent management and resource allocation and (3) empower your employees to apply directly for relevant project roles and update their skills</li> <li>• Training on how to anticipate business opportunities and manage project change orders</li> <li>• Develop the skills to track key project metrics and resource utilization</li> </ul>	
	<p><b>Team Collaboration</b></p>	<ul style="list-style-type: none"> <li>• Training on the communication skills necessary to share project information and customer requirements among the project team, customers, and partners</li> <li>• Communicate and collaborate on project deliverables and tasks with stakeholders</li> <li>• Develop the skills to empower project managers by providing real time status and performance indicators to mitigate project risks</li> </ul>	

**Sessions:** 5+

**Frequency:** Twice a week recommended

**Hours:** 20+

**Instructors:** Ed Michitsch, Jacob Steinfeld, Ashish Rana, Zeshan Raja

**Course Capacity:** 1-10 attendees recommended

**Cost:** \$225-275/hr. Prices are subject to change.