

Customised Training - Case Study

1-Day Course: Practical Techniques for Successful Project Management

Our **public sector client**, part of the Newcastle Strategic Partnership, is responsible for assisting people improve their employment opportunities. The Chief Executive and Head of Finance recognised that their specialist team were expert in their selected field but had no formal Project Management training.

Much of the work of this organisation is project based, and the drive to ensure value for money for stakeholders lead the organisation to decide that an investment in project management training was required.

Wellington was contacted and **we listened** to their specific training needs. They wanted a customised course that focused on **providing practical tools and techniques** they could then apply immediately on their projects, improving the likelihood of successful delivery.

We discussed the existing project management knowledge and experience of course attendees and then quickly designed a course to meet **their exact training needs**. We discussed a proposed detailed agenda with the senior manager, making recommendations as to content, practical exercises and topic timing.

On approval of this detailed agenda Wellington build the course slides & exercises . We also prepared a customised version of the **Wellington Project Managers Toolkit**. This Microsoft Office based solution provides a complete set of project management forms, templates and tools. Developed, used and refined by our Project Management consultants over the last twelve years, the Toolkit is simple to use and provide d everything attendees needed to successful run their projects.

Examples of content included; Stakeholder Mapping Grid, Risk Log, Risk Form, Deliverable Definition Sheet, Project Brief Template, RACI Matrix, Change Control Form, and Monthly Highlight Report Template . This was specifically selected to match and support the course material.

All the training material and the Project Managers Toolkit were customised to match the client branding, reflecting the fact that this **was training specifically for this client** , not a generic course.

In total customisation of the material only took two days.

Attendee participation in the course was excellent and they were immediately able to benefit from the course exercises. **Exercises are designed to use attendees own projects**; for example, attendees were able to perform a risk assessment on their own project, build a high level project plan for their own project and perform stakeholder analysis on their own project. This provides a **much higher return on investment** then undertaking standard generic training.

Wellington followed training up with telephone support to ensure individuals gain maximum advantage from the training, ensuring their application of the new tools and techniques was successful. Total cost of the training per attendee was less than £290, offering real **value for money** for the client.

A formal response from the **Chief Executive** following the training:

“The day was delivered excellently. I would have no hesitation in recommending the training company to other partners and organisations; we will definitely consider using the company again in the future”