

## Project Management for Administrative Professionals

### INTRODUCTION

It is not uncommon for administrative professionals unfamiliar with project management skills to be put in positions to support projects and project managers in meeting project objectives and delivering the final project products, services and results to the client. Oftentimes, they are even asked to be responsible for managing project activities from the beginning to the end. In order to be more effectively and efficiently carrying out their project management role and responsibilities facing the pressure and challenges of the project environments; a basic, imperatively needed understanding of the skills that spell project management success: initialling, planning, scheduling, executing, monitoring, control and closing is essential. The benefits of project management skills for administrative professionals, as well as for the project teams they support, are significant. However, little attention is focused on the critical and pivotal importance of these professionals' knowledge and skills associated with how projects should be managed.

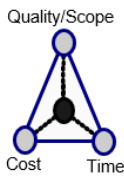
This practical, intensive programme gives participants the basic knowledge, processes, skills, tools and techniques recognized as good practices that the project manager and his/her team worldwide use in enhancing the chances of project success. It provides insight into how projects are implemented, as well as providing recommendations on how administrative professionals can aid in the successful implementation of a project. It demonstrates many project management skills that can be used immediately upon returning to their offices.

### WHO SHOULD ATTEND?

Anyone in an administrative role in project environments who wishes to increase their level of effective and efficient contribution to the success of any projects they are involved in.

### SEMINAR OBJECTIVES

- Obtain a fundamental understanding of basic aspects of managing projects.
- Familiarize and use essential vocabulary and terminology in managing projects and apply basic project management knowledge, skills, tools and techniques to increase both work efficiency and effectiveness on the project team
- Plan, organize and control project activities by using proven project management skills of successful projects.
- Learn and implement the five project management process groups to be performed for any project.
- Identify and understand the ten knowledge areas of project management.
- Realize the importance of both hard skills and soft skills as these are applied to different aspects of successfully managing a project for the project manager.
- Learn how to proactively plan, monitor, track, update and control risks and opportunities to increase the probability of project success.
- Manage the on-going needs, concerns and expectations of stakeholders to effectively engaging them in project decisions and execution to support the project's interests.



- Establish an effective and efficient communication strategy to get cooperation and coordination from stakeholders towards meeting the project objectives.

## TRAINING METHODOLOGY

The seminar will combine conventional presentations with the use of course materials and interactive practical exercises, supported by training videos, case studies, etc. It includes concepts definition, experiential exercises, practical examples, dialogues and discussions. A high level of delegates' participation is expected to relate the project management knowledge and skills learned in the programme to the actual needs at their workplace.

## SEMINAR SUMMARY

This seminar provides administrative professionals a unique and simplified approach of the basic project management skills as practiced by project managers worldwide. It provides them with a practical and effective guide to learn what project managers and their teams are doing and to acquire the project management skills to be an active, value-adding participant to the project team. It also provides a firm foundation for further development of project management knowledge, skills through more advanced training courses and more "hands-on" experience.

## SEMINAR OUTLINE

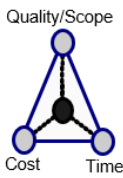
### DAY 1

#### Project Management Overview

- What is a project?
- Definition of project management
- The pitfalls of not using project management
- Project vs. Operations
- The triple constraints in project management
- Stakeholders in project management
- Project life cycle
- Product life cycle
- Project phases
- The Hard/Soft skills in managing a project
- The Project Management Body of Knowledge (PMBOK)
- The ISO-21500 Guidance for project management
- Project Management: The Process Context
- Project Management: The Interpersonal and Behavioral Context
- Project Management: The Organizational Context
- Critical Success Factors (CSFs) in managing projects

#### Responsibilities and Competencies of the Project Manager

- Responsibilities of the project manager
- Common challenges of the project manager
- Skill requirements of the project manager
- Functional competencies of the project manager



## Project Management Processes

- Initiating
- Planning
- Executing
- Monitoring and Controlling
- Closing

## Project Management Knowledge Areas

- Project integration management
- Project scope management
- Project time management
- Project cost management
- Project quality management
- Project human resource management
- Project communication management
- Project risk management
- Project procurement management
- Project stakeholder management

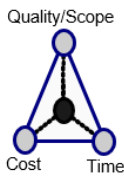
## DAY 2

### Project Initiation

- Develop the project charter
- Identify stakeholders
- Establish the preliminary project team

### Project Planning

- What is project planning?
- The project planning process
- Review project requirements
- Conduct the Project Kick-off meeting
- The Work Breakdown Structure (WBS)
- The Organization Breakdown Structure (OBS)
- The Responsibility Assignment Matrix (RAM)
- Scope planning
- Schedule planning
- Cost planning
- Quality planning
- Human resource planning
- Communications planning
- Risk planning
- Procurement planning
- Stakeholder management planning
- The change control process
- The project plan



## DAY 3

### Project Execution, Monitoring & Control

- Manage and coordinate project execution
- Manage productive meetings
- Manage technical performance
- Manage schedule, cost and resource performances
- Manage risks, issues and opportunities
- Manage and control changes
- Manage project team interfaces
- Manage stakeholder relationship
- Manage deliverables tracking
- Project monitoring and control approach

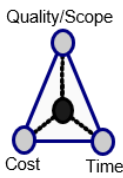
### Project Closure

- Project closure objectives
- Close procurement contracts
- The “Punch-List” approach
- Administrative closure
- The project completion check-list
- Hand Off deliverables
- Close project
- Obtain and update lessons learned
- Post project evaluations
- Communicate project achievements
- Celebrate and reward performances
- Transition to Operations & Maintenance

### Group Discussions, Practical Examples, Hands-On Exercises, Video Presentations, Discussions and Case Studies

**Seminar’s Instructor: Dr. Nghi M. Nguyen, Ph.D., P.E., PMP, M.ASCE.** President and CEO of NDV Project Management Services, Inc (NDV) since 1995, Dr, Nghi Nguyen has had more than 30 years of progressive, domestic and international consulting and training experience in the field of project/program/portfolio management on major construction, aerospace, defence and high-technology projects with leading Canadian and U.S. corporation such as the SNC-Lavalin Group, Lockheed Martin, CAE and the Canadian Space Agency and NASA. Prior to founding NDV in 1995, he served as Program Control Manager for the multi-billion dollar Canadian Patrol Frigate (CPF) program, the largest and most complex shipbuilding program in Canadian history for Lockheed Martin Canada (formerly Unisys Systems Canada).

As an internationally recognized project management consultant and trainer, Dr. Nguyen has assisted clients with project management approaches to effectively and efficiently complete projects and attain their objectives. He is a specialist in project management training, consulting, definition, development, identification of project objectives, constraints and methodologies. Dr. Nguyen worked as a project management consultant for the Canadian Space Agency (CSA) on projects associated with the International Space Station (ISS) program, the 16-nation effort, lead



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by NASA, to build the permanently orbiting laboratory in space, the largest and most sophisticated international engineering project ever undertaken in the history of the world as well as for SNC-Lavalin International on China's Three Gorges hydro-electric development project, the largest construction project in the world to date, and was involved in a number of projects in the Information Technology (IT) and Oil and Gas (O&G) sectors, among them was the construction of the \$ 5 billion Hibernia Oil Production Platform in St John, Newfoundland, Canada. Dr. Nguyen has delivered project management seminars for the American Society of Civil Engineers (ASCE), International Institute for Learning, Inc (IIL) in the USA, EuroMatech and Britannia of the U.K., Glariden Global in Singapore and various organizations in Asia and Vietnam as well as those associated with the engineering organizations worldwide.

An internationally recognized speaker, author and presenter, Dr. Nguyen has written and presented numerous technical papers on project/program management related topics in international conventions and congresses in Canada, the U.S., Europe, Asia and the Caribbean, sponsored by professional associations such as the Project Management Institute (PMI), the American Consulting Engineering Council (ACEC), The Association for the Advancement of Cost Engineering (AACE) International, American/Canadian Society of Civil Engineers (ASCE/CSCE), the Pan-Pacific Business Association (PPBA), the American Institute of Aeronautics and Astronautics (AIAA), the Caribbean Council of Engineering Association (CCEA) and the Paris-based association Francais des Ingenieurs et Techniciens d'Estimation et de Planification de Projets (AFITEP). Since 1995, Dr. Nguyen has conducted numerous project management seminars for thousands of project managers practising in all industries in a variety of topics in many countries including Canada, the U.S.A., the U.K., France, Spain, Germany, the Netherlands, Austria, Norway, Switzerland, Cyprus, China, Hong Kong, Thailand, Singapore, Malaysia, Japan, Indonesia, Vietnam, Australia, New Zealand, the U.E.A.(Dubai and Abu Dhabi), Kuwait, Saudi Arabia, Colombia and Barbados.

Educated at McGill and Concordia Universities in Montreal, Quebec, Canada, Dr. Nguyen holds B.S., M.S. and Ph.D. degrees in Civil Engineering and Construction & Project Management, is a Certified Project Management Professional (PMP) and has been a part-time professor at the Faculty of Engineering and Computer Science at Concordia University, teaching project management courses at both undergraduate and graduate levels since 1997. He has also lectured under the United Nations Development Programme (UNDP), McGill University Executive Institute, the Maastricht MBA programme (a joint programme between the Maastricht School of Management of the Netherlands and the School of Industrial Management of Ho Chi Minh City University of Technology, Vietnam) and is a registered civil engineer and project manager in both Canada and the USA. Dr. Nguyen was certified as a PMP (Project Management Professional) by the Project Management Institute (PMI) in 1995. He served as a member of the Canadian Advisory Council (CAC), set up by The Standards Council of Canada (SCC) to participate in the development of the International Organization for Standardization (ISO)'s project management standard released in September 2012 as ISO 21500 for project management as well as provided recommendations as Draft Reviewer and Contributor to the PMBOK® Guide – Fifth Edition of the Project Management Institute (PMI) released in January 2013, both considered by project management professionals worldwide as globally and internationally accepted project management standards. Dr. Nghi Nguyen has also been serving the same role to the "soon-to-be-released" PMBOK® Sixth Edition to be published in 2017 by PMI.

