



# Critical Skills for Business

Online Consulting, Inc.

## Critical Business Skills

Organizations are finding that mastering project, process, and interpersonal skills can be the key to gaining a competitive advantage. Online Consulting offers training in all of these areas including:

- **Project Management.** We are a Registered Education Provider for the Project Management Institute (PMI) and we offer various levels of project concept training for new project managers as well as for experienced project managers seeking professional certification such as Project Management Professional (PMP).
- **Microsoft Project.** Along with end-user training for Microsoft Project 2000 and 2002, we offer technical training for planning, installing and administering Microsoft Project 2002 Enterprise Edition. Technical consulting services are also available.
- **Six Sigma.** Become a Green or Black Belt for Six Sigma with our training. Statistical courses that support a process improvement effort for service or manufacturing organizations are also available.
- **Individual Professional Development.** Presentation skills, conflict resolution, leadership, team building, finance and business writing are just a few of the topics.



You will find information about these classes and services throughout this flyer. At any time please feel free to contact our Business Development Managers to discuss your specific needs and interests in project management.

## Project Management Case Study: New Methodology Workshop



A convenience store chain headquartered in the Delaware Valley wanted to introduce a more formal project management methodology to its top management team. Online Consulting designed a two-day workshop that provided an overview of project management concepts related to the company's new methodology.

The class was held in our conference center which allowed participants to work together in large and small group settings and to use over 100 feet of wall space to post ideas and collaborate visually. In the class, participants walked through the preliminary planning stages of a real project. By the end of the two days, they had a better understanding of general project management concepts, experience working in the new methodology, and a great start on planning an actual project that was important to their business.



Several weeks after the class, a consultant was available to work with the client at their site to problem-solve issues regarding the project and the new methodology. The workshop was so successful this client scheduled three new groups to receive similar training.

Online Consulting is ready to create a custom workshop around your organization's project management needs.

## Experienced Training Providers

Online Consulting's project management training is headed up by Joe Lukas, a certified Project Management Professional (PMP). Joe has been involved in project management for more than 25 years. He has been an instructor and consultant for project management topics including earned value, risk management, negotiating, and project management best practices.

His background includes jobs in software development, engineering, estimating, cost/scheduling, construction management, project manager, contracting, and capital management. An original member of the Project Management Institute (Rochester Chapter) Joe is a frequently requested project management speaker for organizations across the Northeast.

## About Online Consulting

Online Consulting has been providing training for 20 years. In addition to our own selection of courses, we offer a comprehensive selection of professional development classes in conjunction with the University of Delaware's Department of Professional and Continuing Studies. (See back cover for courses and descriptions.)

Additionally Online offers hands-on, instructor-led training for today's technology programs. To learn more, call our toll free number or visit us on the web at...

**ONLC.com**

# Project Management—Concepts

## 10-Nights to Become an Effective Project Manager

The *Effective Project Management Techniques* course (code: PMPI01) is based on five process groups as defined by the Project Management Body of Knowledge (PMBOK). PMBOK is the world's de facto standard for the project management profession.

The process areas covered in our *Effective Project Management Techniques* course are:



PMPI01 32 PDUs 10 eves / \$2495

- Initiating** Recognizing that a project or phase should begin and committing to do so.
- Planning** Devising and maintaining a workable scheme to accomplish the business need that the project was undertaken to address.
- Executing** Coordinating people and other resources to carry out the plan.
- Controlling** Ensuring that project objectives are met by monitoring and measuring progress and taking corrective action when necessary.
- Closing** Formalizing acceptance of the project/phase and bringing it to an orderly end.

The concepts presented in this course will provide individuals with the background needed to be an effective project manager.

This course meets for two evenings per week for five weeks. This course is appropriate for people who...

- are just becoming formal project managers
- want to take the PMP exam in the long-term
- are interested in IT Project+ certification
- want to do a better job at project management

Attendance in this course counts toward classroom instruction required for PMP certification. See our web site for the complete course outline, upcoming class dates and to register on-line.

## EXAM PREP

### Preparing for the PMP Exam

This intensive 3-day course is an excellent last step in preparing for the PMP exam. The class is led by Joe Lukas, a certified Project Management Professional with over 25 years of experience. His project experience covers capital, information systems, product development and manufacturing.

PEP422 21 PDUs 3 days / \$1395

The course is structured around extensive practice exam questions and related review discussions. Attendees will also receive test-taking tips and strategies for passing the PMP exam. This course is based on the framework of knowledge outlined in the Project Management Institute's PMBOK 2000 Guide.

## WORKSHOPS

These topics can be combined to create customized workshops...

- **Introduction to Project Management:** Benefits; roles, responsibilities, terminology & concepts.
- **Work Breakdown Structure (WBS) Guidelines**
- **Baseline Basics:** Baseline defined, created, used and changed.
- **Issues Management:** How are issues identified, documented and tracked? Communicating about issues. Escalating issues.
- **Critical Path Primer:** Critical path defined, created & used in decision-making. Viewing the critical path in MS Project.
- **Status Meetings:** When to schedule; how to hold one & more.
- **Managing Project Change:** Project vs. product; change under control; tools & players for managing change.
- **Project Performance Reporting:** Collecting & evaluating; interpreting reports; determining management-level reporting.
- **Developing a Business Requirements Document:** Gathering techniques; formulating questions; listening skills.
- **Project Planning Process:** Prerequisites; starting point; deliverables & how to finish planning.
- **Activity Estimating:** Granular tasks; content vs. process tasks; how to define activities; estimate activity duration.

## Project Management Principles for IT Professionals

(IT Project+)

PITP01 35 PDUs 5 days / \$2125

Business analysts and IT professionals

are frequently promoted to lead project management positions without sufficient background. This course can close that gap...

- **Project Initiation:** creating a project concept definition, defining requirements, strategic & operational relevance; assessing feasibility & risk; estimating; managing change, writing the scope statement, project charter, work statement.
- **Project Planning:** setting expectations, decomposing the work breakdown structure, creating a network diagram, identifying the critical path, creating project schedules & budgets.
- **Developing the Plan:** resource management, risk management, quality management, operational transfer, communication; compile a comprehensive project plan; building the team.
- **Project Execution:** monitoring the project, calculating earned value, executing schedule & budget updates, managing the critical path, managing team & vendors.
- **Project Control:** interpreting control techniques, mitigating scope creep, managing variances.
- **Project Closure:** documentation & operational transfer plan, writing the closure report, obtaining sign-off.

Whereas this course is consistent with the Project Management Body of Knowledge (PMBOK), it does not focus on PMBOK or the Project Management Professional (PMP) certification. However, it addresses those same concepts within the unique context of today's challenging IT projects and covers the educational objectives for CompTIA's IT Project+ certification.

## PRESENTATION



**Train the Trainer.** Part of being a good manager of any kind is the ability to convey ideas and procedures clearly and effectively. Our Train the Trainer course is ideal for trainers and presenters from all industries because it will help improve your presentation skills.

The course covers how to prepare, how to deliver presentations (body language, eye contact, voice, presenting concepts, active listening, managing difficult behaviors, and answering questions), getting feedback and evaluations.

This course is approved for the presentation skills requirement for Microsoft's MCT and CompTIA's CTT+ certification.

**XTTI01** MCT/CTT+ approved 3 days / \$1195

### E-Trainer Facilitation Skills

**XTEI01** E-Train 1 day / \$395

Add this on to our Train the Trainer class to become versed in the special requirements it takes to present at a distance including synchronous vs. asynchronous, blended learning environments, eliciting responses on-line and more. This can be added as a day for groups, or held as six one-hour online sessions.

## Focus Classes

See our web site for course outlines. These courses are typically scheduled on a request basis. Call for details.

### Principles & Techniques

**PPT407** 21 PDU's 3 days / \$1395

### Estimating & Managing Costs

**PMC408** 14 PDU's 2 days / \$930

### Scheduling & Control

**PSC445** 21 PDU's 3 days / \$1395

### Risk Assessment & Management

**PMR425** 14 PDU's 2 days / \$930

### Establishing a Project Management Office (PMO)

**PPMO21** 14 PDU's 2 days / \$930

### Effective Presentation Skills

**PEPS21** 14 PDU's 2 days / \$930

## Professional Development Units (PDUs)

PDU is the measuring unit used to quantify approved learning and professional service activities. Typically, one PDU is earned for every one hour spent in a planned, structured learning experience or activity. Project Management Professionals (PMPs) are required to earn 60 PDUs every three years to remain certified. We have listed PDU credit values when applicable. Students should save their course certificate to submit for PDU credits. To learn more, [www.pmi.org/certification/ccr/activities](http://www.pmi.org/certification/ccr/activities).

### Project 2002 Planning & Design Workshop

With this class project teams learn about options for deployment strategies. Specifically, they consider which features are important to their organization while they work through Microsoft's Enterprise Implementation Framework (EIF). This class is not for end users of Project 2002, but rather for teams responsible for planning Project 2002 Server and Professional implementation. Attendees should have a strong background with Project 2000/Central and should understand key project management concepts.

**PPPD02** 14 PDU's 2 days / \$995

### Project 2002 Enterprise Installation & Administration

This class focuses on user interfaces & functionality; enterprise architecture; migration & pre-installation considerations; installation; backward compatibility; SharePoint Team Services (STS); security; Enterprise Project Management (EPM) administration; global template configuration; client & connection installation; project user support; managing enterprise features; data configuration, analysis & OLAP. Audience: Support professionals responsible for installation and maintenance.

**PPIA02** 21 PDU's 3 days / \$1495

### Project 2002 Customization & Development

This class focuses on developing custom solutions for the Project 2002 platform. The course covers a VBA overview; project objects; data access pages; digital dashboard; PDS methods, customizing the project guide: adding tasks to goal areas, adding goal areas, template for task content, template for main goal area page. Audience: Software Developers

**PPCD02** 14 PDU's 2 days / \$995

### Project Web Access for Team Members

This half-day course guides the users of the "team member" role through the Personal Gantt, Time Sheet, Project Center, Status Reporting, SharePoint Team Services, and email notification views. Audience: End-users who participate in projects.

**PPWA02** 3.5 PDU's 0.5 days / \$250

### Project 2002 Professional for Project Managers

The Project 2002 Professional desktop application is very different from its Project Standard counterpart. While the Project Standard product is a fixed body of code, the Project Pro application draws all of its interface settings and operational properties from the Project 2002 Server. This allows every organization to customize the Project 2002 desktop client and Project Guide to meet their needs. Therefore, every Project 2002 Professional implementation will be unique and the topics that each organization wants to cover in this class will reflect how they have chosen to deploy Project 2002 Server & Pro into their Enterprise Project Management (EPM) environment.

**PPPM02** 21 PDU's 3 days / \$1395

### Project Introduction

This course is intended for end-users. See our web site for course outline.

**WMPI90** 14 PDU's 2 days / \$590

## Effective Negotiation Strategies

This interactive workshop helps you deal more effectively with negotiation situations. The course incorporates case studies, exercises, and role-playing designed to build your confidence as a negotiator, provide an understanding of the dynamics of the negotiation process, and identify and overcome common resistance points. Both individual and group negotiations are discussed.

PEFFNS 7 PDU's 1 day/ \$225

## Finance and Budgeting Basics

This workshop helps you understand financial terms and financial tools, and how they can be used to improve business decisions. It provides information on how to be proactive in developing appropriate budgets to run your business or your project

PFINBB 7 PDU's 1 day/ \$225

## Financial Fundamentals for Business Decision Making

Designed for non-financially trained employees, this is a practical applications workshop, not an accounting course. Gain the knowledge and skills needed to understand basic financial terms and concepts; apply these fundamental financial principles to your own assignments; and make better financial decisions affecting the well being of the business.

PFINDM 7 PDU's 1 day/ \$225

## Team Effectiveness: Getting the Most From Your Project Team

This course includes techniques for overcoming barriers to teamwork, problem solving, and ways of focusing the work to keep the team on schedule. Also discussed are practical skills for organizing and facilitating effective, efficient team meetings.

PTEAEF 7 PDU's 1 day/ \$225

## Team Problem Solving and Conflict Resolution

To be effective, work teams need a systematic process in place to solve the inevitable problems that occur. Ineffective problem solving strategies and poorly resolved conflict issues between team members can short-circuit a team's ability to make decisions and get the work done. This interactive workshop is specifically designed for supervisors, team leaders, team facilitators, and team members. It provides you with tools and strategies to better manage conflict, solve team problems, and reach consensus decisions.

PTEAPS 7 PDU's 1 day/ \$225

## Work Flow Mapping and Analysis

Flow charting or process mapping is a simple, versatile, and highly robust technique for improving productivity which provides a means of documenting how work is done and how to improve it. The course includes the fundamentals of how to chart work systems and processes at various levels of complexity. Extensive hands-on labs are designed to help you apply the techniques and analyze the results to improve processes in your work environment.

PWORFM 21 PDU's 3 days/ \$335

## Statistical Courses: SAS & Minitab

We offer several courses for statistical software including the popular SAS and Minitab programs. To learn more about these courses call our toll free number or visit us on the web.

## Written Communications for IT Professionals

This course examines the role of written communications in corporate decision-making. Students will write extensively in this class. Writing assignments will include memos, letters, proposals, and reports that simulate on-the-job communication tasks. Students are encouraged to use materials from their fields of specialization.

PWRICI 35 PDU's 7 days/ \$595

## Six Sigma Green Belt Training

Performance Mgmt. Foundations

PPERMF 56 PDU's 8 days/ \$1525

This course focuses on the key components of implementing a performance improvement management system in your organization and prepares you for Six Sigma Green belt-level engagements in your work setting. It covers "people" issues such as employee involvement, motivation, organizational alignment, climate assessment, and managing change. The course also reviews case studies and interactive exercises that provide you with a practical understanding of quality tools. Students must complete a process improvement project during the course. Individual and team project presentations are scheduled.

## Six Sigma Black Belt Training-Part 1

This course provides an in-depth examination of principles and practices of Six Sigma methodology, including supporting systems and tools and how to apply them to various business processes throughout your organization. It is designed as the first of two courses that prepare you to take the American Society of Quality's (ASQ) Certified Six Sigma Black Belt (CSSBB) examination (available March 2004). In addition, it will guide you through the process of doing an actual Six Sigma project. The completion of a Six Sigma project is required for ASQ certification.

PSIXB1 49 PDU's 7 days/ \$3695



The course examines the Define, Measure, Analyze, Improve, and Control (DMAIC) model in accordance with Six Sigma principles. You will be expected to bring a proposal for a work-related process improvement project on the first day of class. You will receive feedback on the progress of your project, and will need to make a short presentation on your project during the final class. *Prerequisites:* Six Sigma Green Belt training or process improvement certification; three or more years of experience working in a quality-related position; and a working knowledge of statistical concepts and practices.

## Six Sigma Black Belt Training-Part 2

The second course, which focuses on preparation for ASQ examination will be offered January-February 2004. Please call for more information.