

## 3-Day Certification Program:

# Project Management in Human Resources

By: **Cathleen M. Hampton**, Human Resource Compliance & Risk Management Consultant

**Location:** Scottsdale, AZ | April 18-20, 2018



## SPEAKER



### **Cathleen M. Hampton**, Human Resource Compliance & Risk Management Consultant

Cathleen Hampton is a seasoned Human Resources Expert with more than 25 years of experience helping companies in the areas of risk mitigation and compliance management, work force planning, and human capital strategy. She has a unique ability to analyze operations for risk and help maneuver cultural practices and compliance enhancements that increase positive organizational outcomes, maintain employment law compliance, avoid workplace litigation, reduce costs, and increase revenue.

She is a well-known speaker noted for presenting best-in-practice solutions focused on talent retention and operational strategies that outpaced major completion through strong and decisive business leadership. Cathleen is a sought after speaker in her industry and has presented Human Resource topics such as:

- ✓ Project Management and Human Resources
- ✓ Auditing best practices
- ✓ Pay equity and total compensation strategies
- ✓ Corporate communications and public relations
- ✓ HR legal principles and compliance best practices
- ✓ Managing change and transition
- ✓ Power, influence, and persuasion
- ✓ The art of negotiation
- ✓ Affirmative Action compliance trends and tips
- ✓ The art of the interview
- ✓ Performance management

Cathleen is a results-oriented Human Resource Expert with a unique background in business management, spanning over 25 years. Her expertise includes: Employment laws, job analysis, compensation and market surveys, HR Audits, labor/employee relations, employee handbooks, hiring, workplace investigations, policies and procedures.

Ms. Hampton holds an MBA and a Bachelor in Business /Human Resources Management. She has taught human resource professionals at the undergraduate and graduate level as an adjunct professor covering such topics as:

- ✓ Human Resource Management for the Professional
- ✓ SOX and Human Resources
- ✓ Legal Principles of HR
- ✓ Ethics
- ✓ Leadership Development
- ✓ Change Management
- ✓ Training and Development
- ✓ PHR/SPHR certification preparation

## LEARNING OBJECTIVES

- ✓ Learn the imperative questions to ask before you even begin — get the information that will make certain you key in on what is expected, by when, and at what cost
- ✓ Practice using the planning and scheduling tools that professional project managers use (GANTT charts, the critical path method, work breakdown structures, project management software, and others)

- ✓ Discover the best practices for gathering your team, how to articulate the kind of skills, attitudes, and work habits you're looking for, and how to encourage your team to focus on your work and even a few ideas for how to deal with their rather reluctant bosses

Implement the controls and safety nets you need to establish early on: learn how to set (and meet) milestones, gain confidence to negotiate for new deadlines if necessary, motivate a team that's losing interest, and determine what to do when plans change midstream — or when the "Murphy factor" hits your project in a big way

## COURSE DESCRIPTION

Naturally, getting a project to deliver on time, within budget, and in line with quality standards requires savvy management. And, the bigger the project, the more challenging good management becomes. As a professional, you're expected to transform a vague concept into a measurable outcome by channeling a broad array of knowledge, skills, and resources toward a critical organizational goal.

This three-day workshop is a practical and comprehensive introduction to the many facets of project management specifically designed for the human resource professional. As a participant, you will be introduced to the fundamental principles behind the nuts and bolts of planning, scheduling, and budgeting. You'll strengthen your skills and understand how to generate valuable benefits for your organization by achieving crucial results that align with organizational objectives.

You'll discover the communication skills it takes to get ideas, instructions, and requests across quickly and accurately thereby minimizing development time. You will learn how to effectively use your resources to stay on top of deadlines and expenses, ways to rebound quickly from surprises and setbacks, and how to get the best from people who don't normally report to you. Everyone who attends this workshop will come away in a strong position to lead any project with confidence and discipline - from conception to completion.

**Level - This is a fundamental level seminar designed to introduce basic concepts of project management with the tools needed to enhance one's core competencies as a valuable organizational player.**

## AREAS COVERED IN THE SEMINAR

### How to begin every project as an informed and ready driver of success

- ✓ Goals? Objectives? Desired outcomes? How to determine precisely what your project is expected to accomplish
- ✓ Essential elements of a Project Scope to be effective as a specification for action.
- ✓ Questions to ask that will bring any and all constraints — involving money, performance, deadlines — to the surface early on
- ✓ Not all works deserves "project" status — the pros and cons of project management

### Fail to Plan, Plan to Fail... how to develop a project with success in mind

- ✓ Work Breakdown Structure — what it is, how does it work and how to use it to consolidate and prioritize tasks
- ✓ How to determine the time it takes to do a task — How to determine realistic time frames for each task within the overall project
- ✓ Gantt and Pert charts: 2 scheduling tools that can help you spot potential conflicts before they become a show stopper
- ✓ Creating a budget that's realistic, manageable and flexible

### How to set your project in motion

- ✓ Put it in writing? Call a meeting? Send an email? Set up a one-on-one? Your communication options and when to use which ones
- ✓ How to organize and manage productive team meetings
- ✓ No news is not always good news. When you've got bad news — think facts and realistic action that encourages not disheartens
- ✓ Ways to develop a "balanced team" — add innovation and lessen the dangers of "groupthink"

### Why you need to keep a close watch on your project's progress

- ✓ The importance of meeting milestones and the consequences of missing them
- ✓ Mind Your Dollars and Cents - coping with cost overruns
- ✓ "paralysis of analysis" and other red flags signifying troubled waters ahead
- ✓ "Crashing" a project: what it means, predict its outcome using compression

### Closing up shop — "delivery"

- ✓ How to decide if your project has met all your objectives - key questions to ask yourself before making final delivery
- ✓ How to ensure you've covered all the bases
- ✓ Abandoned projects: the "salvage value"

### Critiquing your performance and celebrating your success!

- ✓ What went right — and why? What went wrong — and how would you do things differently? Any lessons or insights to share with your successors? How to use your outcome to evaluate your team's performance so that you can leverage your experiences for the next project

Keeping the project spirit alive within your organization by celebrating your success: Rewarding team members does not always mean financial costs. How to acknowledge your project's contribution (to your organization, perhaps even your industry), and create the kind of goodwill that makes people want to be a part of your next project team.

# AGENDA

Day 1 (8:00 AM – 4:30 PM)	Day 2 (8:00 AM – 4:30 PM)	Day 3 (8:00 AM – 4:30 PM)
<ul style="list-style-type: none"> <li>✓ 8:00-8:30 AM - Meet &amp; Greet</li> <li>✓ 8:30-10:00 Project Management and the HR Professional, a key competency <ul style="list-style-type: none"> <li>○ Why Develop Your Project Management Skills</li> <li>○ The World of HR Project Management</li> <li>○ Typical Challenges in Managing HR Projects</li> <li>○ Hallmarks of an Effective HR Project Manager</li> </ul> </li> <li>✓ 10:00-12:00 Project Management as a Process, a 4-Phase overview <ul style="list-style-type: none"> <li>○ Defining and Organizing the Project</li> <li>○ Planning the Project</li> <li>○ Managing Project Execution</li> <li>○ Closing the Project</li> </ul> </li> <li>✓ 12:00-1:00 Lunch</li> <li>✓ 1:00 – 2:00 The Cast of Characters, Who's Who in Project Management <ul style="list-style-type: none"> <li>○ Every Member of the Team has a Role</li> <li>○ Characteristics of Effective Project Teams</li> </ul> </li> <li>✓ 2:00-3:30 Developing the Scope, Your Marching Orders <ul style="list-style-type: none"> <li>○ A Mandate for Action</li> <li>○ Clarifying Objectives</li> <li>○ Making it Time Limited</li> <li>○ Getting Specific About Project Scope</li> </ul> </li> <li>✓ 3:30 – 4:30 Charters, A Framework for Action and Important First Steps <ul style="list-style-type: none"> <li>○ Decisions, Lots of Decisions</li> <li>○ Tracking and Disposing of Unresolved Issues</li> <li>○ Documenting Decisions and Actions</li> <li>○ Creating a Communications Plan</li> <li>○ Bringing People into Contact</li> <li>○ Developing the Budget</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ 8:00-8:30 Meet &amp; Greet</li> <li>✓ 8:30 – 10:00 Work Breakdown, From Huge to Manageable Tasks <ul style="list-style-type: none"> <li>○ WBS Structure</li> <li>○ Time and Resource Estimates</li> <li>○ Assigning the Work</li> <li>○ An Extended Example</li> <li>○ Shall we proceed?</li> </ul> </li> <li>✓ 10:00 – 11:30 Scheduling the Work <ul style="list-style-type: none"> <li>○ WBS Structure</li> <li>○ Time and Resource Estimates</li> <li>○ Assigning the Work</li> <li>○ An Extended Example</li> <li>○ Shall we proceed?</li> </ul> </li> <li>✓ 10:00 – 11:30 Scheduling the Work <ul style="list-style-type: none"> <li>○ Putting the Horse Before the Cart, Examining the Relationships Between Tasks</li> <li>○ Creating a Draft Schedule</li> <li>○ Optimizing the Schedule</li> <li>○ Using Scheduling Software</li> </ul> </li> <li>✓ 11:30 – 12:00 Adjustments and Trade-Offs, More Fine Tuning <ul style="list-style-type: none"> <li>○ When Your Project Won't Fit</li> <li>○ Challenging Assumptions</li> <li>○ Revisiting Tasks and Times</li> </ul> </li> <li>✓ 12:00 – 1:00 Lunch</li> <li>✓ 1:00 – 2:00 Managing Risk, Scanning the Hazy Horizon <ul style="list-style-type: none"> <li>○ What is Risk Management</li> <li>○ Identifying and Prioritizing Project Risks</li> <li>○ Taking Actions to Avoid or Minimize Risks</li> <li>○ Developing Contingency Plans to Handle Potential Setbacks</li> </ul> </li> <li>✓ 2:00 – 3:00 Project Adaptation, Dealing with What You Cannot Anticipate <ul style="list-style-type: none"> <li>○ Sources of Unanticipated Risk – and Their Consequences</li> <li>○ The Adaptive Management Approach</li> </ul> </li> <li>✓ 3:00 – 4:30 Getting Off on the Right Foot, Project Needs to Keep in Mind <ul style="list-style-type: none"> <li>○ Why Launch Meetings Matter</li> <li>○ Creating Integrative Mechanisms</li> <li>○ Establishing Norms of Behavior</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ 8:00-8:30 Meet &amp; Greet</li> <li>✓ 8:30-9:30 Keeping on Track, Maintaining Control <ul style="list-style-type: none"> <li>○ Monitoring and Controlling the Project</li> <li>○ Dealing with People Issues</li> <li>○ Maintaining Communication</li> <li>○ Handling Problems</li> </ul> </li> <li>✓ 9:30 – 10:00 the Closedown Phase, Wrapping It Up <ul style="list-style-type: none"> <li>○ Performance Evaluation</li> <li>○ Documentation</li> <li>○ Lessons Learned</li> <li>○ Celebration</li> </ul> </li> <li>✓ 10:00 -12:00 Managing Varied HR Projects, Achieving Your Desired Results <ul style="list-style-type: none"> <li>○ Overview of Project Based Work Plans</li> <li>○ Outsourcing HR Activities</li> <li>○ Winning Executive Support for your HR Project</li> </ul> </li> <li>✓ 12:00-1:00 Lunch</li> <li>✓ 1:00-1:30 Supporting Critical High-Level Projects, HR's Vital Role <ul style="list-style-type: none"> <li>○ Developing a Crisis Management and Recovery Plan</li> <li>○ Assisting with mergers and Acquisitions</li> <li>○ Managing a Downsizing Initiative</li> <li>○ Facilitating Cultural Change in Your Organization</li> </ul> </li> <li>✓ 1:30-4:30 Next Steps, Honing Your Project Management Skills <ul style="list-style-type: none"> <li>○ Exercise Based Activities outlining key steps in HR projects</li> <li>○ Revisiting Key Principles and Practices</li> <li>○ Learning from Your HR Project Management Experience</li> <li>○ Enhancing Your Project Management Abilities</li> </ul> </li> </ul>

## WHO WILL BENEFIT

- ✓ Self-taught project managers seeking enrichment training and new skills
- ✓ Project teams having trouble juggling their tasks and responsibilities
- ✓ People with limited experience in spearheading a project
- ✓ Anyone about to step into a project manager role for the first time
- ✓ Business Owners
- ✓ Managers,
- ✓ HR Representatives,
- ✓ HR Generalists,
- ✓ HR Assistants,
- ✓ Consultants,
- ✓ Managers,
- ✓ Supervisors, etc.



## Registration Form

### Registration Information:

- ✓ **Register Online.** Use your American Express, Visa or MasterCard.
- ✓ Get your group to attend the seminar at a discounted price call +1-888-717-2436.
- ✓ Call Toll Free: +1-888-717-2436 (USA), 8000-3570-2845 (Middle East) or Fax your PO: 650-362-2367
- ✓ Pay your check to (payee name) "MetricStream Inc" our parent company and Mail the check to: ComplianceOnline (MetricStream, Inc), 2479 East Bayshore Road, Suite 260, Palo Alto, CA 94303.
- ✓ Please fill this form with attendee details and payment details and fax it to 650-362-2367

### Terms & Conditions

Your Registration for the seminar is subject to following terms and conditions. If you need any clarification before registering for this seminar please call us @ Toll Free: +1-888-717-2436 (USA), 8000-3570-2845 (Middle East) or email us @ [customercare@complianceonline.com](mailto:customercare@complianceonline.com)

### Cancellations and Substitutions

Written cancellations through fax or email (from the person who has registered for this conference) received at least 10 calendar days prior to the start date of the event will receive a refund — less a \$300 administration fee. No cancellations will be accepted — nor refunds issued — within 10 calendar days from the start date of the event. On request by email or fax (before the seminar) a credit for the amount paid minus administration fees (\$300) will be transferred to any future ComplianceOnline event and a credit note will be issued. Substitutions may be made at any time. No-shows will be charged the full amount. We discourage onsite registrations, however if you wish to register onsite payment to happen through credit card immediately or check to be submitted onsite. Conference material will be given on the spot if it is available after distributing to other attendees. In case it is not available we will send the material after the conference is over. In the event ComplianceOnline cancels the seminar, ComplianceOnline is not responsible for any airfare, hotel, other costs or losses incurred by registrants. Some topics and speakers may be subject to change without notice.

Seminar Topic: Project Management in Human Resources

Date & Location: .....

Attendee Details:

	Name	Title	Email
Attendee 1			
Attendee 2			
Attendee 3			
Attendee 4			

*Email address (so you can receive order acknowledgements, updated news, product information and special offers)*

### Company Information

Organization .....

Address .....

City .....

State ..... Zip.....

Country .....

Phone ..... Fax .....

### Payment Options

☐ Check enclosed, payable in U.S. funds to ComplianceOnline (MetricStream, Inc.)

☐ Charge to: ☐ Visa ☐ MasterCard ☐ American Express

Credit card no. ....

Expiration date .....

Total amount \$ .....

Signature .....  
(Signature required on credit card and bill-me orders.)

Print name.....

☐ Bill me/my company \$ .....

Purchase order # .....  
(Payment is required by the date of the conference.)

*Please fill this form with attendee details and payment details  
and fax it to 650-362-2367*