

Consulting Services Models

Project Management Fast Track

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Consulting Services Models Overview

The Consulting Services Models provide detail behind the consulting services noted on the TenStep website - www.tenstep.com/open/miscpages/90.5TenStepConsulting.htm. This content is intended for TenStep worldwide employees participating on consulting engagements. These models package the TenStep material by consulting service for a quick and easy reference for your use on consulting engagements.

Each Model contains references to the related TenStep content. This document will assist you in navigating through the TenStep websites to find the pertinent content, and may include any other information that may assist you in delivering this consulting service. For example, as engagements are completed by the various offices, their learnings may be implemented as tips and techniques for subsequent project delivery of the same consulting service.

The content of this document includes:

1. Overview – This will provide a link to the one-page consulting service provided on the TenStep website
2. Approach – Overall guidance on how to apply the consulting model.
3. TenStep content - Reference to the TenStep website(s) and sections that relate to the model.
4. Templates – A listing of all applicable templates and a reference to where these are located.
5. Training Classes – Any TenStep training classes that apply to the consulting service.

Consulting Services Model

Project Management Fast Track

Overview

The TenStep Project Management Fast Track Service is located on the TenStep red menu within the “Consulting” box.

Approach

The Project Management Fast Track Service bundles project management training and project coaching services. For clients looking to train his/her organization in project management, you may help them understand the value in immediate application of these newly learned skills, through TenStep project management coaching. This Service provides the project management learning through the training class(es) selected, and the reinforcement by immediately applying these skills, through one-on-one coaching, to new and/or existing projects within your client’s organization.

As you discuss the scope of this Service with your client, you will need to understand which project managers / projects have been identified for coaching and the status of those projects (ie, new projects, projects in process). If the project manager is starting a new project, this coaching could be similar to a project quickstart, except that the coaching is conducted as one-on-one coaching rather than a facilitated workshop, and will result in the creation of the project management deliverables. If the project is in progress, auditing and coaching might be in order.

You may choose to approach this consulting service by:

- Understanding your client’s objective / scope
- Understanding the background of the participants
- Scheduling and conducting training classes
- Training the target audience
- Determining the projects and nature of the projects to be coached
- Establishing a coaching schedule
- Reinforcing the training with the hands-on coaching services
- Reviewing the deliverables produced from the coaching sessions
- Providing a final update (and possible deliverable review) regarding all projects to your client

In order to schedule your coaching sessions, refer to the Multi-Project Coaching Template as an example for planning and tracking this work. This example is established based on the assumption that all of the projects being coached are new projects. Existing projects will have a different schedule based on the project audits conducted, and the outcome of those audits (ie, the topics identified for one-on-one coaching as a result of the audits).

TenStep Content

For your coaching on new projects, refer to the coaching services described in PMOStep, specifically

- <http://pmostep.com/premium/250.1.1ProjDefCoaching.htm>
- <http://pmostep.com/premium/250.1.2WorkplanCoaching.htm>
- <http://pmostep.com/premium/250.1.3PMProceduresCoaching.htm>

For projects that are in process, PMOStep content related to Coaching (250.0 – Project Management Coaching) and Project Audits (255.0 – Project Audits) should be referenced.

Templates

The output of these coaching services will vary depending upon the status of each project that you coach (new or in process). For new projects the following templates should be referenced / used. Those marked with an asterisk (*) are located in the TenStep Project Management Process Library. The other references may be found within the TenStep Project Management Process.

1.0 – Project Charter* - provides an overview of the project, the reason it is being performed, and what is needed to complete it (scope, high level estimate, timeframe, and resourcing considerations). Refer to 1.3 – Define the Work / Deliverables for additional information.

1.0 – Project Management Procedures* - describe how the project will be managed, and are an effective way to communicate the processes to the project team, customers, and stakeholders. Refer to the following for additional information:

4.1 - Manage Issues / Process

5.1 – Manage Scope / Process

6.1 – Manage Communication / Process

7.1 - Manage Risk / Process

8.1 – Manage Documents / Process

9.1 – Manage Quality / Process

10.1 – Manage Metrics / Process

1.0 – Responsibility Matrix* - indicates all project team members' (including stakeholders) involvement level (eg, following the RACI model) in reviewing and approving project deliverables

2.0 – Project Management Schedule Shell* - a Microsoft Project template to use as a starting point for creating your project schedule. Refer to 2.3 – Build the Schedule and Budget / Deliverables for additional information.

For projects that are in process, some of the above content may be applicable. Additionally, refer to 255.0 – Project Audit Summary, which provides your findings from the project audits, including strengths, weaknesses, and recommendations.

Training Classes

TenStep training classes are a part of the Project Management Fast Track Consulting Service. Depending on your client's needs, you may determine that your client is interested in educating his employees in project management in order to define and manage projects, or for a better understanding of project management from a project team member's perspective. A Project Management Overview class for team members and a Project Management Preparation for Success class for project managers will provide the needed understanding of project management.

These are located on the TenStep website, under Training,
<http://www.tenstep.com/open/miscpages/90.6TrainingClasses.htm>.

Project Management Preparation for Success

Project Management Overview

Other project management-related training:

- Project Management Back to Basics
- Building a Project Schedule
- Project Estimating
- Manage Issues
- Managing Project Scope
- Project Risk Management
- Project Quality Management