

Course overview

CompTIA Project+ Certification

(G707eng)



Overview and objectives

This 5-day course will provide participants with the essential knowledge and skills to either manage a project or be an effective, valuable member of the project team. The course covers the fundamental steps in any project lifecycle and also addresses the necessary people skills such as effective negotiation, conflict resolution, leadership and team building. The course uses a case study to effectively follow a project from its conception through to completion.

On successful completion of this course, students will be able to:

- •Plan, baseline and control a project effectively.
- •Understand how to identify, manage and control change throughout a project.
- •Have an awareness of estimating and managing pitfalls.
- •Understand methods of identifying and controlling risks.
- •Pick up essential tools and disciplines.
- •Make successful cost/schedule/performance trade-offs.
- •Understand quality management and customer expectation management.
- •Identify and control risks.
- •Know why, when and how to report progress.
- •Create schedules, manage resources, track and control project plans.
- •Effectively lead and develop a project team.
- •Communicate effectively and carry out dynamic presentations.
- •Get win-win outcomes through assertiveness, empathy and principled negotiations.
- •Practice principled negotiation and conflict resolution.

Certification track

This course will prepare students for CompTIA's IT Project+ Certification exam (PK0-002).

Target audience

This course has been created for the following audience:

- Experienced project managers wishing to formalize their skills.
- Project managers who, having learnt 'on the job' require formal training leading to certification.
- Technical specialists and engineers moving into a project management or team leadership role.
- Technical specialists and engineers who are working for a project manager.

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Course prerequisites

Students should either be currently working in a project-based environment or are planning to do so in the near future. Basic PC and Windows user skills are necessary for successful completion of this course.

Course contents

- **Why Projects Fail** • Incidence Of Project Failure • The Chaos Report (1995) • The KPMG Canada Survey (1997) • Completion Anxiety: Seven Habits Guaranteed to Avoid Project Failure • Factors Contributing To Project Success
- **Project Management Principles** • What is a Project? • What is a Program? • The Principle of Triple Constraint • What is Project Management? • What is the Essential Project Management Philosophy? • Project Management Principles • Organizational Structures
- **Roles and Responsibilities** • Definition of Players in a Project Management Environment • How Do Projects Managers Manage The Team? • Communication Plan • Responsibilities Assignment Matrix - Example • Creating the Responsibilities Assignment Matrix
- **The Project Life Cycle** • Introducing the Project Life Cycle • The Basic Phases • The Project Life Cycle • Project Management Skills
- **Project Planning (Scoping)** • Introduction to Scope Definition • Business Need Definition • Preliminary Project Concept • Balanced Requirements • Objective of Scoping • Components of a Scope Document • Identifying Stakeholder Requirements • Systems Requirements Analysis • Scope • The Project Management Plan • Strategies for Building Consensus • Key Documents For IT Projects • Planning Phase
- **Project Planning Tools** • Planning and Control Techniques • Work Breakdown Structure • Developing a WBS • Network Planning • Scheduling and Resourcing • Project Schedule • Task Sheet • Critical Path • Critical Path Calculation
- **Project Planning (Estimating)** • Estimating • Effect of Project Factors on Estimating • Causes of Estimating Failures
- **Risk Management** • Risk Management • Why Manage Risks? • The Risk Management Process • Risk Management Flow Chart • A Typical Risk Management Plan Layout
- **Vendor and Quality Management** • The Vendor Management Plan • Quality Management Planning and Communication • Quality Testing • Quality Assurance During Turnover • Quality Management – Monitoring and Measurement
- **Monitoring and Control** • Communication • Sample Format Project Status Report • Project Tracking • What To Do When You Start Falling Behind • Questions to Ask Yourself when Reviewing Project Progress • Earned Value Management
- **Change Control** • Change Control • Scope Creep • Applying the Change Control Process • Change Control Activities • Evaluating Alternatives to Scope Changes • Preventing Scope Creep

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- **Project Closure** • The Importance of Project Closure • Final Customer Acceptance Meeting • Project Review • Identifying Lessons Learned • Final Project Reporting
- **Building Project Teams** • Recruitment and Selection • Typical Phases of Team Development • Your Role in Building an Effective Team • Douglas McGregor's - Theory X and Y • Characteristics of the Theory X Manager • DiSC Personality Profiling • Interpersonal Styles • Adjusting Interpersonal Styles • When Values Are Not Met • Working with Behavioral Styles Checklist
- **Communicating Effectively** • Learning Styles Overview • Active Listening • Empathy and Active Listening • Questioning Skills • Presentations – Tips and Techniques • Definition of a Presentation
- **Achieving Win-Win Outcomes** • Assertiveness Skills • Assertiveness Techniques • A Personal Assertiveness Checklist • Principled Negotiation • Personal Negotiation Checklist
- **Managing the Project Team** • Leadership and Management • Key Leadership Practices • Understanding Interpersonal Influences in Leadership and Management • Managing Conflict in a Project Environment • Approaches to Conflict Resolution • Providing Feedback and Managing Individual and Team Performance Issues • How to Give Praise and Criticism • Managing Individual Performance Issues • Lessons from Geese
- **Glossary of Project Management Terms**
- **Answers to Exam Questions**

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