

**“We’ve Definitely Moved Up The Maturity Ladder.”**

It’s often the case that by the time a company seeks help with its project management, it’s dealing with a pretty tangled situation. To make matters more complex, the people in charge of getting a training program or a PMO off the ground are usually the lead players in the day-to-day management of company projects. It’s the classic fish-or-cut-bait scenario — do you work on the projects at hand or do you work on improving the company’s ability to manage projects?

At Systemation, we design our services not only to help companies improve their project management practices but to help them find solutions for all the issues that swirl around project management. So when a well-known entertainment company came to us with a difficult PMO-startup problem, we had something for them.

The consultant in charge of establishing the project management office we’ll call him Ron had been directed by senior management to create a “coaching style” PMO. Ron agreed with the idea. In fact, experience had taught him that for a company to advance in its project management maturity, it must commit to an ongoing mentoring regimen for its project managers. His challenge was this: How could he provide coaching and support to his fledgling team of project managers and simultaneously handle all the other aspects of pulling together a PMO?

The Company decided to solve the problem by bringing in a project management training provider whose training program included a mentoring element. The hope was, as Ron put it, “that this program would improve project managers’ ability to deliver projects by putting in place a specific methodology and then supporting it directly with coaching. I also, saw that, if it was well designed, the coaching program would give the project office another communication channel with project managers to support their growth on a deeper level.”

For the coaching program to serve as this kind of communication channel, Ron realized that the program would have to be conducted not by a team of coaches, but by a single dedicated coach. This would give up-and-coming project managers the kind of consistent interaction that leads to open dialogue and trust.



**\$5 billion entertainment company**

**Working to create a project management office**

**Project management staff has wide range of experience, uses different processes and terminology**

**Senior management asks PMO to provide coaching to project managers**

**PMO leader stretched thin between management and coaching duties**

**Conducts search for training program that includes full methodology and integrated coaching**

**Finds one – Systemation**

So the company began looking for a training program with these key elements:

1. It had to be PMI® compliant.
2. It had to teach a proven methodology, rather than merely rehearsing the PMBOK® Guide.
3. It had to include an integrated mentoring component that directly supported the training.
4. The entire mentoring component had to be delivered by one coach.

They assumed there would be few programs that would meet all these requirements. What they found was that there was only one. Ron described the search process: “We conducted a nine-month study to find the right vendor. We were surprised to find that most training companies couldn’t seem to understand the concept we were interested in deploying. They didn’t see why our requirement was to have the same mentor for the entire program. Systemation not only understood the value of the concept, they were already delivering similar programs at other large organizations.”

What the company discovered was Systemation’s Accelerated Project Management Proficiency (APMP) program. It’s a program that had everything this company was looking for plus an assessment component that measures each participant’s skills and proclivities before and after the program is delivered.

The results? Again, Ron in his own words:

“Our project managers are more compliant with PMO enterprise-wide processes. The organization is able to have discussions using the same terminology while reviewing similar documentation. And we’re starting to see the efficiency that comes from being on the same wavelength. Personnel turnover among project managers has been almost zero. We’ve only had one project manager leave the company, and that was due to a department restructure which eliminated that position. That kind of stability lets us focus on building our strengths rather than rebuilding our staff. The organization has definitely moved up the maturity ladder since APMP has been deployed. I love this program.”

There was one other benefit Ron didn’t mention. The company decided that they didn’t want to use Ron as a consultant any longer. They wanted him to be a permanent part of the company – as manager of the PMO.

Systemation is a results-driven project management training company that helps large organizations achieve desired project, portfolio, and business results by transforming the way people perform.

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