

Accountability

OLC Course Recommendations

Competency Definition

Holds self and others accountable for measurable high-quality, timely and cost-effective results; determines objectives, sets priorities and delegates work; accepts responsibility for mistakes; complies with established control systems and rules.

OLC Component Titles

Defining and Sequencing Project Activities

COURSE TSA-PROJ-SEQUENCINGACT-SKSFT

Description: This course covers defining and sequencing project activities in the project management discipline, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition, published by the Project Management Institute (PMI®). Specifically, learners will be provided with an overview of the Project Time Management knowledge area and the interrelation with the process groups. The course also explores project activities and activity attributes, and the method of developing network diagrams, including dependency determination and applying leads and lags. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work in their own organizations. This course will assist in preparing the learner for the PMBOK® Guide certification exam. **Duration=2.0**

Developing Excellent Time Management Habits

COURSE TSA-PD-DEVTIMEMGMTHABIT-SKSFT

Description: Time management shouldn't be a separate activity--it should be an integral part of the way you do things. For this to happen, you need to be able to develop good time management habits and avoid bad ones. An effective use of time also involves managing your environment, managing your use of technology, and managing the time-wasting activities of people around you. Today we are often overwhelmed by the amount of paperwork that crosses our desks, or the number of e-mails that appear on our screens. There is a real danger that we end up being reactive rather than creative, and spend all our time responding to what we have been sent, rather than initiating new ideas. To avoid this, you need to develop techniques for handling paperwork, telephone calls, and e-mails to maximize their value, and minimize their disruptive potential. Technology makes it possible for us to be more efficient--get more done--in many different ways. But you need to make sure that you are really controlling the technology so that it also helps you to be more effective--getting the right things done, rather than allowing it to control you. There are many time stealers. Demands and interruptions from bosses, peers, or customers can prevent you from achieving your goals, and these must be dealt with appropriately. Not all time thieves are external. Most of us are prone to some degree of seemingly harmless procrastination, but this can be the most insidious and dangerous time waster of all. **Duration=4.5**

Estimating Activity Resources and Durations

COURSE TSA-PROJ-ESTIMATACTIVITY-SKSFT

Description: This course covers estimating activity resources and durations in the project management discipline, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition, published by the Project Management Institute (PMI®). Specifically, learners will be provided with an overview of establishing resource requirements, sources of activity duration information, and methods of estimating activity durations. Some of the duration estimating techniques taught in this course include analogous estimating, parametric estimating, and using three-point estimates. This course provides a foundational knowledge base reflecting the most up-

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to-date project management information so learners can effectively put principles to work in their own organizations. This course is aligned with the PMBOK® Guide - Fourth Edition, published by PMI®, Inc., 2008. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®. **Duration=2.0**

Identifying Project Risks

COURSE TSA-PROJ-IDENTIFYINGRISK-SKSFT

Description: In this course, learners will continue to learn about processes within the Project Risk Management knowledge area. It covers the best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition published by the Project Management Institute (PMI®). Specifically, learners will be introduced to the second of six processes: Identify Risks. The course covers risk identification methods such as group information gathering techniques, diagramming techniques, and SWOT, assumptions, and checklist analyses. The results of these methods are compiled in the risk register, which is also covered in detail. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. **Duration=2.0**

Making Decisions Ethically

COURSE TSA-PD-ETHICDECISIONMKG-SKSFT

Description: What is an ethical decision? Many studies show that businesspeople have an intuitive understanding of right and wrong, but that they find difficulty in explaining their judgments. This course provides the conceptual framework for discussing business ethics and the tool kit for making ethical decisions. **Duration=3.5**

Managing a Project

COURSE TSA-PROJ-MNGPROJECT-SKSFT

Description: The factors of a successful project almost always end up depending on how much money and time is needed to create a product worthy of the customer. This course will help you manage the constraints of time, money, and schedules, and how they relate to the overall quality of your project and product. **Duration=2.5**

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Performing Risk Analysis

COURSE TSA-PROJ-PERFORMRISKANAL-SKSFT

Description: The science of project management was founded, in large part, to manage risk and prevent it from negatively affecting project objectives, schedules, and budgets. This course explores both qualitative and quantitative risk analysis techniques. Specifically, learners will be introduced to qualitative tools like the probability and impact matrix, risk probability and impact assessment, and risk urgency assessment. Quantitative risk analysis techniques include data gathering and representation and quantitative modeling techniques. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMBOK® certification exam. It is aligned with A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition, published by the Project Management Institute (PMI®), Inc., 2008. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.

Duration=2.0

Quality Assurance and Quality Control

COURSE TSA-PROJ-ASSURANCECTRL-SKSFT

Description: In this course, learners will be given an overview of the quality assurance and quality control processes within the project quality management knowledge area. They'll be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition published by the Project Management Institute (PMI®). Specifically, learners will be introduced to the tools and techniques used in quality assurance, such as quality audits and performing a process analysis. They'll also learn quality control tools, such as cause and effect diagrams, statistical sampling, and inspection. This course is aligned with the PMBOK® Guide - Fourth Edition, published by PMI®, Inc., 2008.**Duration=2.0**

Responding to and Controlling Project Risk

COURSE TSA-PROJ-RSPCTRLRISK-SKSFT

Description: Life is fraught with uncertainties. Knowledge of situations or conditions that may or may not occur is imperfect and incomplete, and this uncertainty affects decisions and outcomes. Whenever decisions must be made without perfect knowledge--which is nearly all the time--there is risk. Contrary to popular opinion, however, risk is not always negative; uncertainty results in positive risk (also known as opportunity) as well. It is the project manager's job to assess and control risk, to avert or minimize its adverse effects, and to capitalize on its positive effects over the life of a project. In this course, the project manager will learn about the last two processes in the Project Risk Management knowledge area, as described in "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition. The learner will learn how to plan effectively for responding to risk, and how to monitor and control risk over the life of the project. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®. **Duration=3.0**

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Risk Management Planning

COURSE TSA-PROJ-RISKMGMTPLANNIN-SKSFT

Description: Every project involves some degree of risk. Identifying potential risks and having a plan for dealing with them can spell the difference between a project that reaches a successful conclusion and one that does not. In this course, learners will be introduced to the Project Risk Management knowledge area. It covers the best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition published by the Project Management Institute (PMI®). Specifically, learners will be introduced the first process in the Project Risk Management knowledge area: Plan Risk Management. Techniques such as creating a risk management plan and preparing documentation for the risk identification and analysis processes will be covered in detail. This course is aligned with the PMBOK® Guide - Fourth Edition, published by PMI®, Inc., 2008. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®. **Duration=1.5**

Techniques for Better Time Management

COURSE TSA-PD-TECHBETRTIMEMGT-SKSFT

Description: If you don't feel that you are the organized type, or if making lists or drawing up detailed plans doesn't come naturally, don't worry. There isn't just one way in which time can be managed effectively. This course will introduce you to several different techniques for improving your time-management skills--experiment with them, and then choose and apply the tools which best suit your own situation. In order to achieve anything it is important to establish goals. You need to know what you want to do, before you can decide how and when you are going to do it. You then need to establish deadlines. If these deadlines are unrealistically tight, your interest and commitment in the task may be undermined, or you may experience stress which can have a negative effect on your performance. Deadlines are important, but they have to be realistic. Making -To-do- lists is a useful technique, but you can end up feeling overwhelmed by the amount that has to be achieved in a day, a week or a month. It is vital to prioritize the tasks, and the Priority Matrix is a quick and effective way of sorting the urgent, from the less important. It is relatively easy to make changes to the way in which you work while you are concentrating on making improvements, but it can be much more difficult to sustain these improvements. Once you have taken better control of the way in which you manage time, you need to find ways of maintaining this control. The final lesson in this course will provide some suggestions as to how this can be done effectively. **Duration=4.5**