



Steve Bender LIVE in Kuala Lumpur

2 Day Program

PROJECT MANAGEMENT PLUS

The Human Side of Project Management

Kuala Lumpur: May 23 – 24, 2012

Earn **14** PDUs

Meet Steve Bender

QAI Global Advisory Board Member

PMP®, **CSQA**, **CSTE**, **CQE**, **Master Practitioner in NLP**, **Certified Language and Behavior Consultant**

- 30+ Years Experience
- President, Quality Connection
- Certified Language and Behavior Consultant
- Certified NLP Trainer and Consultant
- Listed in The Yearbook of Authorities, Experts and Spokespersons
- Life Member of the International Registry of Who's Who
- Selected to Join the Citizen's Ambassador Program Chaired by President Reagan
- Consulted FedEx to Correct Certain IT Quality Deficiencies Leading FedEx to Win The Baldrige Quality Award
- Saved Another Customer \$11.8 Million Dollars in a 30 Minute Consultation
- Author of How to Achieve a Total Quality Life, a Nationally Advertised Audio Tape Series on The Relationship Between Quality of Personal and Professional Life as Seen on CNN, Lifetime and Channel America
- Author of the Book Managing Projects Well, on "What They Don't Teach You in Project Management School"

What they don't teach you in Project Management School

Why Projects Fail?

Research over a 10-year period found that people and behavioral factors were the principal causes of failure as compared to technical factors.

This intensive training on 'Managing Projects Well' is based on the Steve's **research and the research conducted by both The Project Management Institute (PMI®) and QAI**, two leading, professional associations of project managers and software quality masters.

$$\left\{ \begin{array}{l} \{\text{Communication}\} + \{\text{Relationship Building}\} + \\ \{\text{Time Management}\} + \{\text{Teamwork}\} + \\ \{\text{Requirements Gathering}\} \end{array} \right\} = 95\% \text{ of Project Success}$$

Workshop Overview

Well known around the world for its pragmatic and interactive approach, this intensive seminar experience is a favorite of project managers and team members alike, as well as for those just starting their project management journey.

Based on the famous book and taught by the author, Steve Bender, this powerful hands-on seminar teaches you how to effectively run projects and to staff them as a team member.

Since this seminar is based on the real world of projects, real reasons for project success and failure are discussed, with practical solutions. Participants are taught specific powerful Neuro Linguistic Programming (NLP) techniques to rapidly change their own methods and behaviors in the way they choose.

Who Should Attend

This is an advanced course recommended for:

- Project Managers and Team Members
- Process Group Members
- Trainers
- Professionals willing to try unique and
- unusual methods to change things now with lasting results (This course teaches advanced NLP techniques.)
- Professionals who want to make the difference using the 5 essential "key ingredients" of project success

Workshop Outline

- **Definition of Projects-What is and what is not a project**
- **Creativity Techniques and Requirements Gathering**
Role of creativity in technical areas. Detect, Test and Remove ambiguities in project requirements, How to elicit requirements correctly
- **Team Building**
- **Roles of Team Members and Project Managers**
- **Conflict Management and Dealing with Criticism**
Methods and self-assessment, Being immune to criticism- there is no failure, only feedback
- **Stress Management**
Changing micro-management, Alternative quick antistress method, Drill and practice, Initiatives taken by team to get the job done
- **Project Quality**
Technical TQM Overview- Why projects fail, Why is quality squeezed, Cost of (poor) quality, Analysis of Quality
- **Technical and Behavioral Project Pressures**
Limited role of tools, Technical overview, Steps we skip and What makes the difference
- **Technical Project Management Review**
Critical path diagramming- The best people are on the critical path and the trainees are off the critical path
- **Work Planning**
Personal strengths and needs, Time wasters, Changing bad habits right away, How to restructure your day and double the productivity
- **Effective staffing, Working and Motivation**
- **Communication Quality**
Biggest offenders and antidotes
- **Presentation and Team Effectiveness**
The power of metaphors, Team dynamics, Dysfunctions and remedies, Importance of problem definition and Voicing assumptions
- **Change Management**
Key allies, Critical mass of support, Dealing with reactions and Making improvement

Participants Speak

"What you share is actually what we need to do, and we are not doing it."

"I know you said this course was principally non-technical. However, technically I learned more about how to schedule using networks in 4 hours than I ever did with PMI in several weeks."

"This is the finest seminar and learning experience I have ever had anywhere."

"I am usually happy if I can bring back just one thing. Now, there are at least 30 great things I want to implement."

Workshop Takeaways

Course Audio/PPT transcript CD (worth US\$59.95) free for the participants

Stress Prevention Technique audio CD (worth US\$49.95), Free for the participants

Global web log website access for information sharing among past participants

Follow on web-based seminar(webinar) for all attendees for progress and Q+A

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MEF ACADEMY SDN BHD (REG NO.: 670301-W)

(Formerly known as MEF TRAINING ACADEMY SDN BHD)

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PUBLIC COURSE REGISTRATION FORM

TO:

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Tel: 03-7955 7778 ext.137/144 Fax: 03-7955 6808

We would like to enrol:

Mr. / Ms.: FULL NAME	Designation	E-mail & Tel. No. (Trainee)	Course	Date & Venue
			Project Management Plus	23 & 24 May 2012

Company : _____

Address : _____

Tel. No : _____ Fax No : _____

Contact person : _____ Designation : _____

Signature : _____ E-mail Contact Person : _____

Attached is our cheque no. : _____

payable to :

COURSE FEES	RM2,250 (non-members)
	RM2,150 (MEF members)
	RM7,650 (non-member group discount for 4 participants) RM7,500 (MEF member group discount for 4 participants) Group discount for more the 4 participants, please contact us.

- ☒ ☐ Malaysian Employers Federation (MEF members only)
☐ MEF Academy Sdn Bhd (non-members)

☒ Please tick ☒ where applicable and fax / send the registration form to MEF Academy Sdn Bhd