

## Case Study: Customizing Project Management Training Drives Process Adoption and Shows Positive Impacts on Quality and Productivity

### Value Delivered

Course participants have demonstrated a 31% increase in their knowledge of project management tools and processes, even better than expected.

**Industry:** General Merchandise/Retail

**Services Provided:** Developed and delivered a customized Project Management Training Program (6 courses) aligned with company processes.

**Company:** A Fortune 100 global retailer operating thousands of facilities worldwide.

**Challenge:** The client's IT division had an existing project management training curriculum that was not consistent with their processes. Participant feedback indicated that the courses were not well received and did not help them meet their goal of standardizing project management processes and knowledge across the organization. The client sought to replace its current project management curriculum with a series of courses that could be customized to seamlessly incorporate their processes, deliver the right information to the right level of employee, and meet their training metrics requirements. The courses had to both focus on company processes and be compliant with the industry-standard, *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*

framework. In addition to the new course content, the client needed instructors who could deliver an engaging classroom experience to support the adoption of concepts presented in the classroom.

**Solution:** PM College was called in to customize and deliver a series of courses targeted at different knowledge levels. They began by conducting an initial needs analysis and developing a design document for each course. Working closely with the client during all facets of development, PM College used its existing *PMBOK*-compliant curriculum and infused the content with client-specific processes and terminology. Courses were developed in successive waves, allowing PM College to meet tight delivery timelines. Pilots provided feedback to fine tune the content and flow of each course for delivery to the full participant base.

### Result:

To date, nearly 2,000 client employees have participated in the training program. In the last 18 months, more than 110 courses have been delivered in the US, Russia, and Chile, with more scheduled for these and other sites around the world. Pre- and post-course assessments show that participants have demonstrated **a 31% increase in their knowledge of project management tools and processes**, even better than expected. Initial indicators from course evaluations suggest that the **greatest impact of this training program has been on quality and productivity**.

These early indicators have prompted the client to take measurement to the next level, by putting in place a study of behavior change to help validate that projects are being managed more efficiently as a result of the training.

This training program is now in high demand across the organization, with several other business and operating units requesting access to the program.

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