

Synergy Management Associates

Risk and Issues Management

INTRODUCTION

All projects and programmes are subject to some degree of risk, and are likely to be affected by issues. These can – and regularly do – cause projects to fail to meet their objectives. Proactive management of risks and issues is an essential discipline of project and programme management and should be understood by all project/programme stakeholders.

It is also essential that risks and issues are not simply identified and evaluated, but are addressed through action plans and clear assignment of responsibilities.

WORKSHOP DESCRIPTION

This workshop provides delegates with an understanding of risk and issue management, and aims to equip delegates with sufficient knowledge to begin applying these principles to their own projects and programmes. The approach described fully supports industry standards such as PRINCE2 & MSP.

DELEGATE ACHIEVEMENTS

On completion, delegates will understand how to:

- Identify risks, issues, countermeasures and contingencies
- Set up and maintain risk & issue registers
- Report on key risks and issues as part of project/programme reporting
- Describe the importance of risk & issue management as a part of project/programme governance
- Organise risk and issue workshops
- Begin applying the techniques on real projects and programmes

WORKSHOP TOPICS

- Definition of risks, issues and associated principles
- Risk and issue management within the lifecycle of projects and programmes
- Risk identification and evaluation
- Mitigation: action planning and responsibilities
- Using risk and issue registers
- Risk and issue reporting and review
- Establishing risk and issue management within projects
- Programme level risk management
- Monitoring and improving the risk and issue management processes

PRACTICAL WORK

This workshop uses a number of practical exercises and simulations to reinforce the techniques and concepts covered in the workshop material, in addition to numerous examples from the lecturer's own experiences of managing programmes and projects.

WHO SHOULD ATTEND

Project and Programme Sponsors / SROs, Steering Group members, Key Stakeholders, Business Change Managers, Project Managers, Programme Managers, Team members and Programme Office staff.

PRE-REQUISITES

Delegates should have experience of a project-oriented approach, understand the factors that contribute to project success/failure, and have an appreciation of the risk factors that affect their business. Ideally, they should be about to start work on a project or programme.

PRE-WORKSHOP PREPARATION

Each participant should provide the lecturer with:

- their expectations for the workshop
- specific questions they need answered

WORKSHOP MATERIALS

- Course workbook
- Project-based templates for Risk Register and Issue Logs

DURATION

One day, residential or in-house