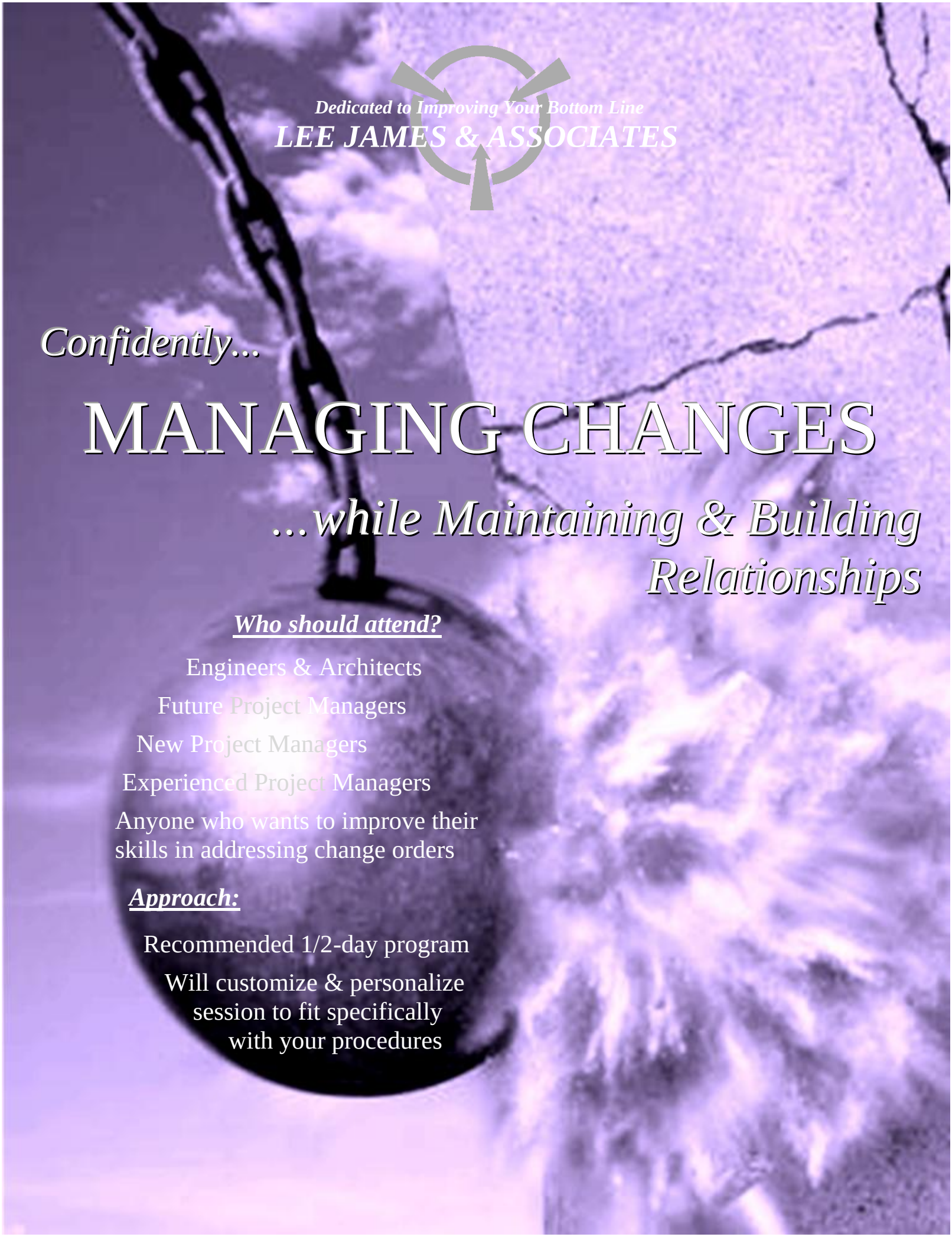

Dedicated to Improving Your Bottom Line

LEE JAMES & ASSOCIATES

Confidently...

MANAGING CHANGES

...while Maintaining & Building Relationships

Who should attend?

Engineers & Architects

Future Project Managers

New Project Managers

Experienced Project Managers

Anyone who wants to improve their skills in addressing change orders

Approach:

Recommended 1/2-day program

Will customize & personalize session to fit specifically with your procedures

BENEFITS

Even with change being a constant in our lives, it is often feared and avoided when doing projects. Frequently projects experience change and is needed. Other times as the outside independent professional managing projects, change is recognized that adds value with an appropriate cost and benefit relationship for the owner. What if service providers communicated the impact on cost, schedule and benefits with the choice being the owners and prior approval obtained before change work is done?

This program provides participants the tools to achieve success in building relationships while successfully addressing change. Those who become comfortable addressing these issues are the most successful in delivering results that are mutually beneficial – to the client and service provider.

A case study and numerous real-life experiences are used to teach and bring to light the principles taught. Sessions are highly interactive with active learning occurring throughout.

SESSION COVERS SUCH TOPICS AS:

- Learn how to ask for and receive acceptance of changes
- Understand how to communicate and document changes
- Why changes are more and more common today
- Learn reasons to charge more for changes
- Understand benefits of doing changes
- Become more comfortable in communicating and completing changes
- Obtain payment for changes
- Learn by doing – i.e. Case Studies and Exercises

OUTLINE

Sessions are developed to meet the needs of the employees, clients and profitability

Communications – Studies, findings, improving, perception gaps, ways to differentiate

Change Philosophy – Understanding client's attitude, your paradigms, positive and negative reasons for change and accepting why changes occur

Properly Doing Changes – Need for well-defined scope, role of project management, purpose of kick-off meetings, communicating, documenting, Case Study

Cost vs. Benefit – Types of changes, avoiding surprises, teamwork, turning negative circumstance into positive outcome

Winning Outcome – Empowered employees, delighted customers and increased profit

Case Studies – Examining change order circumstances, working in groups determining methods and approaches

PARTICIPANTS COMMENTS

The course material and leader consistently receive excellent ratings. Representative comments received from participants are:

"The discussion of the case study was great because it really brought to life true-to-life experiences. It was also good to think through the situation."

"Very important topic. Well done; very good points made. Good education on change perceptions."

"Very good information & valuable perspective."

"Discussing actual incidents brought up by participants added much to the program."

"Presenter was knowledgeable and very personable."

"Realize the client problem is not directly consultant problem."

"Very informative. Exchanged ideas and experiences from different participants."

"Real experiences helped with comprehension."

"The presenter was very knowledgeable about the subject. I think it helped when the instructor has a first-hand experience of dealing with the subject matter."

"Help engineers recognize their value to their clients."

"Credibility of instructor's A/E experience."

"Materials/case study described a likely scenario, which will benefit me."

INSTRUCTOR

Lee James is a CPA, CMC and CBI who has worked with engineers, architects and contractors for the last 25 years. Training and teaching have been a part of Lee's career for the past 30 years. Lee develops and teaches training courses throughout the U.S. He is an enthusiastic and energetic trainer who keeps your attention. Numerous case studies and exercises are used to embed the principles taught.

Lee is active in several engineering professional societies and is continually promoting good business practices through authoring articles and completing training sessions. He was Vice President for an international engineering consulting firm and worked daily with projects, project managers and clients in addressing change issues and negotiating mutually beneficial solutions. Previously, Lee worked with Ernst & Young as a project manager and trainer and as the Chief Financial Officer for a computer software engineering firm.

Lee now does similar work with his firm. He constantly experiences the challenges of fulfilling changing project needs; as well as financial and business needs. Consulting, training and ownership transfer projects are continually in process. Lee has successfully put into practice all the principles he teaches in this program.

ON-SITE TRAINING & FLEXIBILITY

The program is designed to be flexible with regard to format, timeframe and location. The program is divided into modules and deal with specific problems and their solutions. The curriculum is developed so that organizations wanting sessions dealing with specific problems are accommodated. We can customize the program to include your company's specific documentation, systems design as well as policies and procedures.

Due to the interactive nature of these sessions, class sizes of less than 30 people are recommended.

A Participant Manual, handouts and reference materials are provided for use throughout the sessions and after completion.

For more information, please visit our website, email or call us:
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