

# 3-day **PLC** Masterclass Communications Management

23-25 June 2014, Le Meridien, Pointe Aux Piments, Mauritius

Team SYNthesis (Mauritius & Africa) Ltd is pleased to invite you to attend an intensive **Project Communications Management Masterclass** on **23-25 June 2014** at **Le Meridien**, Pointe Aux Piments, **Mauritius**.

**Communications takes up 80-90% of a manager's time.** The most common **faux pas** is very embarrassingly **miscommunications**. If the science of progress is achieving the desired business outcome, then the art of delivery must therefore be marshalling the people harmoniously forward. **Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen, Winston Churchill.**

Specifically, project-related communications, be they verbal or written, emphasize facts and numbers rather than emotions and feelings. Educators take something simple and make it complicated. Communicators take something complicated and make it simple. **The most important thing in communication is hearing what isn't said, Peter Drucker.**

**Project Communications Management (Project CM)** is a new approach to analyze **communication competence** of project situations, develop **effective communication** means, manage all information flow within and outside of the project. This new direction of **applied communication** can create innovative forms for identification and resolving communication problems in the most challenging of projects, and also prevent from various **information conflicts** from exploding into **complicated crisis situations**. Consequently, the program/project team is focused on gainful activities, hence overall productivity, efficiency & morale increases.

**Who you are is speaking so loudly that I can't hear what you're saying, Ralph Waldo Emerson.**

No matter how clearly we have articulated matters, people may misread, misinterpret and misunderstand. What can a program/project manager do? The **Project CM Masterclass** examines the **reasons** why despite expectations, outcomes and duties being clearly defined, a program/project could **wildly fail** as communications is not always as simple as receiving and sending messages correctly. A successful project manager MUST be a great communicator! **What is correct may not be right underpinning the frightening difference between knowledge and wisdom, the lack of phronesis!**

#### Why Attend the Project Communications Masterclass

**Constant, effective** communication among all project stakeholders ranks high among the factors leading to the success of a project. **It is a key prerequisite of getting the right things done in the right way.** Learn how successful Project Managers achieved the impossible feat of being there for everyone, being in touch with the **real challenges** of the project, understanding the **real issues** within the team who must deliver the project as well as understanding the issues of the sponsors/stakeholders who the team delivers the project for. **Being present, visible and engaged with everyone is IMPORTANT**, during the good times and the challenging times.

**As George Shaw puts it solicitously, the single biggest problem in communication is the illusion that it has taken place.**

#### About the Chief Instructor:



**Mr. Tan Chee Peng** is the founder and CEO of **Team SYNthesis (TS)** and **Business Techno-verse International (BTI)**, a strategic services firm specializing in Business / IT Strategy, **Programme & Project Management (PPM, PMO & IQA Advisory)** of large implementations and business process integration projects.

Prior to BTI, Mr. Tan was the managing partner, **Andersen Worldwide** managing the consulting practice in Mauritius, Madagascar, Kenya, Malawi, Tanzania and Uganda. Mr. Tan, an **ASEAN scholar** and a **First Class Degree** holder from Imperial College, UK, has more than **29 years of consulting experience** in financial services industry, helping MNC clients in Business-IT Strategy Formulation & Implementation, Business Process Reengineering, Programme and Change Management, Performance Management and, e-Commerce strategy and Implementation. He was previously the Vice President, Technology of **Citibank N.A.**, Singapore.

Mr. Tan was conferred the **CITPM Senior**, the Singapore National IT Project Management Certification on 26 November 1998. Based on his professional work in Singapore, Mauritius and Africa, he was independently nominated and admitted to the **International Who's Who of Professionals for 1999**. Mr. Tan also sits on the **Board of Assessor** for the Singapore National IT Skills Certification Programme – IT Project Management since its inception.

He is also a **Fellow Member** of the Singapore Computer Society and has been listed on the **SCS Roll of Honour** in recognition and appreciation of his valuable support and contribution to the Society. Mr. Tan has given Project/Programme Management Conferences, workshops and training sessions to more than **4,500 PMs** worldwide and has successfully completed assignments in more than **60 countries**. Mr. Tan is also a Mauritius SAPES recipient & invited member, **Honorary 300** of the Singapore National Infocomm Registry for ICT Professionals 2011-2013. Mr Tan anchors the national Leadership certification programme in **Malaysia, Singapore & Mauritius**.

#### Target Audience:

This course aims at empowering the Program managers, Project managers, Operations managers, Senior Engineers, Team Leaders, managers and others who want to apply best practices for **Communications Management**. This is the **seventh** of 10-part knowledge areas to develop high performance teams that can drive initiatives to successful completion and obtain the desired organization outcome. **Certified PMs will find the missing links in their PPM practices and relish its inherent challenges.**

**The course is very demanding, inevitably it will force the participants out of their comfort zone in order to climb the next S-curve.** All participants **should have** a laptop (with **WIFI Connections**) in order to take part in the exercises and read the course notes provided in PDF format.

**DAY ONE - Monday 23 June 2014 (08:30 –19:00)****08:30-12:30****Communications Management – The Great Illusion**

- Communications Management Plan
- Communications Requirements Analysis
- Project Communications
  - Technology
  - Models
  - Methods
  - Systems

**Project Communication Outline**

- About Communication
- Manager's Role
- Communication Models
- Types of Project Communications
- Communication Barriers

**Continuum of Channel Richness & Components**

- Verbal (what we say, 7% words)
- Vocal (how we say it, 38% voice)
- Visual (what our body says, 55% non-verbal body language)

**Informal Communication Channels**

- Management by Wandering Around (MBWA)
- The Grapevine
- Network

**Communications Techniques**

- Effective Listening
- Questioning Skills
- Interaction, Assertion, Confidence & Precision
- Empathy & EQ/EI
- Non Verbal Body Language

**13:00-19:00**

Practical Sessions

**Communications —The Masterclass***Computer Based Testing (CBT) 1**Course Work (PMP) 1**Group Work 1*

PMBOK Process Groups &amp; 10 Knowledge Areas – Plan Communications Management, Manage Communications,

Control Communications

- Communications (direct)
- Integration (how it is impacted)
- Scope (how it is impacted)
- Time (how it is impacted)
- Cost (how it is impacted)
- Quality (how it is impacted)
- Human Resource (how it is impacted)
- Risk (how it is impacted)
- Procurement (how it is impacted)
- Stakeholder (how it is impacted)

**1<sup>st</sup> IGS Leadership Speaker****DAY TWO - Tuesday 24 June 2014 (08:30 –19:00)****08:30-12:30****Review & Discussion on CBT, Course Work & Group Work****Communication Processes**

- Plan communications
- Manage Communications
- Control Communications

**Performance Management**

- Influence & Persuade
- Seek to Understand Before Being Understood
- Crucial Conversations & Trust Building
- Circular Argument

**Stakeholder Engagement & Issue/Risk Management****Performance Reporting**

- Communicating with Stakeholders
- Presentation Skills
- Socialization-Syndication & Coalition Building
- Outcome-based Conflict Resolutions

**13:00-19:00**

Practical Sessions

**Leadership Session -****Communications – Beyond Best Practices***Computer Based Testing (CBT) 2**Course Work (PMP) 2**Group Work 2***2<sup>nd</sup> IGS Leadership Speaker****1-1 CM Review****DAY Three - Wednesday 25 June 2014 (08:30 –19:00)****08:30-12:30***Group Work 3 (Presentation)**Computer Based Testing (CBT) 3***13:00-19:00**

Practical Sessions

**Communications – Delivering the Desired Business Outcome****3<sup>rd</sup> IGS Leadership Speaker****Certificate of Attendance Presentation & Closing**



# 3-day **PLC** Masterclass Series Deepening Practice Level, Mastering

What Our Past **PLC** Masterclass Leaders Have To Say...



The 3-day PLC Masterclass has helped me to critically assess my roles in my organization. Being very focused, I had always thought that I was doing my job with the best approach. But, after the PLC Masterclass, I am equipped with new practical techniques which would enable me to do my job even better, for my benefit, my staff and my company.

As a leader, over and above skill and competence, humility is very important to make the difference, have the winning edge and makes it happen...

**Francois CHONG TSANG FEE AH QUNE, Manager Maintenance Planning, Air Mauritius Ltd**



Being at the level of management, all the scopes are of great interest to me. On a personal point of view I also find that all the scopes are important for any deliverables in any field of activity. Overall, I am satisfied with this 3-day PLC Masterclass Workshop. The class was really interesting and all the modules are directly applicable to the different functions for the deliverables in our company. On the whole, I must say that the approach with all the details were very good for the understanding of the course...

**Ludy RAMALINGUM, Managing Director, DCL**



The PLC Masterclass has driven me back into the inspired mood of the 5-day PLC. This Masterclass, however, is more in-depth and covers each knowledge area comprehensively. The Masterclass has given me more useful tools which I can, not only use in my work, but also in my day-to-day life. Overall, I am very satisfied and will certainly encourage my colleagues & friends to attend the future Masterclass series...

**Beenou MUNGRA-RAMPARGASS, Human Resource Manager Livestock Feed Ltd**



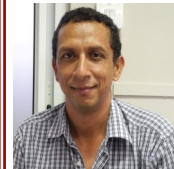
The PLC Masterclass has completely taken me out of my comfort zone. Now that I have acquired a lot of practical techniques, I will certainly put them into practice as from tomorrow. The Masterclass made me realize that I have not reached the summit yet. I will definitely set another dream for my students tomorrow. The Masterclass journey has come to a quick end but created 2 major changes in me (both personal & professional). I would also testify that the Masterclass is tougher than my PhD ...

**Mahend GUNGAPERSAD, Rector, Rabindranath Tagore Secondary School**



I have recently been posted in the Quality Department in my company. I was unaware of the terms used. Now after the Masterclass, I am well equipped to do the Quality Assurance & I am well versed with the 'Quality terms'. The concepts/ideas presented will be very helpful to me to apply in my new job. Overall, I am satisfied with this 3-day PLC Masterclass Workshop...

**Mirella MALHERBE, Assistant Administrative Officer, Financial Services Commission**



The 3-day PLC Masterclass was very insightful. I have learnt many techniques & terminologies which will allow me to compartmentalize the steps and activities in my project procurement plan. What I acquired in the Masterclass will be very useful in building up my knowledge and helping me in putting theory into practice. Besides, it is always a pleasure to attend the PLC Masterclasses...

**Eric Taily, Project and Engineering Manager DRBC Milling Co Ltd, Alteo Group**



Very good knowledge was imparted to us, with more details, techniques & templates to enable one to perform better in his daily work. I will certainly use these techniques to achieve better targets for my company. Overall, I am satisfied with this 3-day PLC Masterclass Workshop...

**Yasdeo RAWOTEEA, Head of HR Management, Cum Head of Electronic Banking, MPCB**



After the 5-day PLC course, I thought I had gone through everything. But, life is a learning process. The 3-day PLC Masterclass was a good refresher course on each knowledge area topped up with real-life experience. I acquired new skills which I will put into practice as from tomorrow ...

**Ken Arian, Manager Business Projects Harel Mallac Technologies Ltd**



The 3-day PLC Masterclass was very interesting and I learnt new techniques which will help in practice. Communication plays a vital role in my job & it is good to know how to handle it. In the PLC Masterclass, I learnt how to conduct presentations the right way. It will certainly be very helpful for me...

**Amit JUGGURNATH, IT Manager Central Water Authority**



I have learnt a lot in this Masterclass. I will have to apply everything that I have learnt in my day-to-day work & make things better. I will certainly recommend my colleagues/friends to attend the Masterclass in the future...

**Hassen Emrith, Head of Operation, Vector International Ltd**



Apart from being an invaluable knowledge enriching experience, the Masterclass on Risk Management has broadened my views and has enhanced my way of doing things. Managing risk is a daily activity for all of us. In general, we all have a general idea of risk management and mitigation but this 3-day Masterclass brings out this practical and real aspects, especially in the context of running a business. Investors are always worried about multiplying their wealth, directors about their paychecks, creditors about payment on time and so many constraints exist in real life. However, this Masterclass shows us how to identify, address and mitigate risks such that no issue is left unresolved thereby, satisfying all stakeholders. Masterclass is definitely the enlightenment! **Ashwini Salabee**



The 3-day PLC Masterclass has exceeded my expectations, not only professionally but also personally. I regret it's already over. What I learnt will complement my professional life with the additional knowledge of tools, techniques and technical terminologies. The Masterclass certainly value-add in terms of planning for **my future professional career ...**

**Jeannique Marie Noelle Ithier Procurement Manager Livestock Feed Ltd**



[www.teamsynthesis.com](http://www.teamsynthesis.com)

... Another Value-add Talent Management Initiative

(230) 454 6730/230) 468 0048

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(230) 454 6730

# 3-day **PLC** Masterclass Series Deepening Practice Level, Mastering

What Our Past **PLC** Masterclass Leaders Have To Say...



I would like to say that the 5-day PLC has brought many success in my department. This 3-day PLC Masterclass is more detailed. I learnt many things which I will certainly put into practice...

**Ronny PAZOT**  
Infrastructure & Production Manager  
MCB LTD



Attending the 3-day PLC Masterclass was a significant achievement for me, especially in learning the different aspects of Integration management. The Masterclass also taught me how to stay focus in what we do and that there is no barriers to success if you have a vision and the right plan and approach to achieve it ...

**Mantasha RAMPARSAD**  
Client Service Manager  
Deutsche Bank Mauritius Ltd

## 2014 PLC MASTERCLASS PROGRAMME

Please also register me for the following **PLC** Masterclass series:

S/N	Name	Date	Status=Open
7	Communications Management (Current)	23-25 June 2014	<input type="checkbox"/>
8	Risk Management	21-23 July 2014	<input type="checkbox"/>
9	Procurement Management	1-3 September 2014	<input type="checkbox"/>
10	Stakeholder Management	15-17 September 2014	<input type="checkbox"/>
11	Integrated PPM Workshop- Intermediate	13-15 October 2014	<input type="checkbox"/>
12	Integrated PPM Workshop- Advanced	10-12 November 2014	<input type="checkbox"/>
1	Integration Management	27-29 January 2014	CLOSED
2	Scope Management	17-19 February 2014	CLOSED
3	Time Management	24-26 March 2014	CLOSED
4	Cost Management	12-14 May 2014	CLOSED
5	Quality Management	28-30 May 2014	CLOSED
6	Human Resources Management	9-11 June 2014	CLOSED

# Registration Form

3-day

PLC

# Masterclass on Communications Management Workshop

## 1. PERSONAL DETAILS

Mrs  Miss  Ms  Mr

First Name (s) \_\_\_\_\_

Billing Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Tel. (Incl. area code & extension) \_\_\_\_\_

Email \_\_\_\_\_

Meal Preferences: Veg  Non-veg

Title (Dr, Prof, etc) \_\_\_\_\_

Surname \_\_\_\_\_

Country \_\_\_\_\_

Company \_\_\_\_\_

Mobile \_\_\_\_\_

Fax \_\_\_\_\_

Personal Email \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## 2. PROFESSIONAL BACKGROUND

Qualifications \_\_\_\_\_

Years of Project Management Experience \_\_\_\_\_

Professional Project Management Certification (e.g. PMI, CIIPM, PLC, AAPM, Prince2, etc) \_\_\_\_\_

Years of Experience \_\_\_\_\_

Years as Officially-designated PM Roles \_\_\_\_\_

Additional Information \_\_\_\_\_  
\_\_\_\_\_

## 3. REGISTRATION METHOD

Email: PLCSecretariat@teamsynthesis.com

Phone: (230) 465 0048/ (230) 454 6730

Fax: (230) 465 0048/ (230) 454 6730

Post: TeamSYNthesis (Mauritius & Africa) Ltd

2F Buswell House,

1D Buswell Avenue

Quatre Bornes

Mauritius

## 4. MODE OF PAYMENT

### (Local Delegates - Rs. 33,000)

Number of participants \_\_\_\_\_

Please find enclosed a cheque for Rs. \_\_\_\_\_

Please invoice my institution and payment will be made prior to the start of the Course.

Cheque should be drawn to the order of **Team SYNthesis (Mauritius & Africa) Ltd**

### (Overseas Delegates - USD 2,000)

Number of participants: \_\_\_\_\_

The only method of payment acceptable is via Telegraphic Transfer to the bank account of the Team SYNthesis (Mauritius & Africa) Ltd. Payment must be received 10 days before the start of the course.

**Swift Code:** STCBMUMU

**Account Name:** Team SYNthesis (Mauritius & Africa) Ltd

**Bank Account No:** 610 301 0003 7432

**Bank Name:** State Bank of Mauritius

**Bank Address:** State Bank Tower  
1 Queen Elizabeth II Avenue  
Port Louis  
Mauritius

**MQA APPROVED**

## 5. INFORMATION & DISCLAIMER

### PAYMENT POLICY

Payment is due in full at the time of registration. Full payment is mandatory for event attendance.

### CANCELLATIONS & SUBSTITUTIONS

Once registration form is received by Team SYNthesis and invoice issued to participants, payment is expected. You may substitute participants at least 5 working days prior to the beginning of the Course. Cancellations will be refunded only if made in writing at least 10 days prior to the beginning of the Course. In lieu of the preceding cancellations, participants can be transferred to the next session but such transfer is allowed ONCE only regardless of the period of notice. No refund is given for any late cancellations or for participants who do not show up for the course (no-show or partial show). The Organizers reserve the rights to change the venue at their own discretions.

### VENUE & ACCOMODATION

Le Meridien Hotel,  
Pointe Aux Piments  
Mauritius

### REGISTRATION DEADLINE

The duly filled Registration form together with payment should reach the Team SYNthesis (Mauritius & Africa) Ltd by Monday, 16th June 2014. (Tel: (230) 454 6730 / (230) 465 0048)

 **TeamSYNthesis**

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