Project Management
Certificate Series

- **Project Management Certificate**
- **Master's Certificate in Project Management**

" *Wonderful. Lots of tools to take back to the workforce and be more successful leading teams.*"

Tucker Bullock, Operations Manager, PSNC Energy,
Durham, NC

To bring these courses or certificates to your employees, contact Customized Training and Development at **919.513.5080** or **andrew_billingsley@ncsu.edu.**

TOP **50** BEST
VALUE
PROJECT MGMT
CERTIFICATE PROGRAMS
2016

Why Earn Your Certificate?

As organizations work on more complex projects, true project management skills are critical to success.

To help your employees advance in their careers, you must provide them with training so they can continue to develop their skills, increase their knowledge and improve their performance. Certificates are an efficient and effective learning experience--they are specific to a topic, focused on application, and are taught by instructors who have extensive practical experience--allowing your employees to obtain career-specific, hands-on knowledge.

What makes these programs unique is that they focus on the actual skills needed to be successful as a project manager; the knowledge gained and tools learned will benefit your employees, no matter what their job title.

You can offer individual courses to improve your employees' productivity or knowledge base; or for those individuals who have significant responsibility for managing project teams, you can offer the basic Project Management and then deepen their training with the Master's Certificate in Project Management.

Certificate Program Requirements
Project Management: 3 required + 2 electives
Master's Certificate in Project Management: Project Management Certificate + 1 required + 2 electives

Project Management Professional (PMP) is a registered mark of the Project Management Institute, Inc.

Project Management Certificate

In the Project Management Certificate you will learn how to oversee multiple projects and help your team perform better by:
- Improving communication
- Reducing destructive conflict
- Enhancing problem solving
- Making better decisions
- Increasing strategic thinking and planning
- Constructing better implementation plans
- Fostering higher creativity and innovation

Required Courses (all three)
- How to Communicate, Influence and Negotiate in Project Management
- Leading Project Teams
- Project Management: Tools | Principles | Practices

Electives (choose any two of the following)
- How to Be a Highly Effective Project Manager
- Leading Through Emotional Intelligence
- Managing Capital Projects
- Managing Engineering, Science and Other Technology Projects
- Managing Product Development Projects
- Mastering Project Management
- Practical Leadership Skills
- Stimulating Creativity and Innovation

Master's Certificate in Project Management

Take your project management expertise to the next level. After completing the Project Management Certificate you are eligible to work on your Master's Certificate in Project Management.

The required course for the Master's Certificate in Project Management is Mastering Project Management. If you took this course as an elective for your Project Management Certificate, then simply complete any three additional electives to earn your Master's Certificate in Project Management.

Required Course (one)
- Mastering Project Management

Electives (choose any two from the following)
- How to Be a Highly Effective Project Manager
- Leading Through Emotional Intelligence
- Managing Capital Projects
- Managing Engineering, Science and Other Technology Projects
- Managing Product Development Projects
- Practical Leadership Skills
- Stimulating Creativity and Innovation

Class Name (NOTE: Click on course name to see description)	Project Management Certificate	Master's Certificate in Project Management
Case Studies in Project Management	Elective	Elective
How to Be a Highly Effective Project Manager	Elective	Elective
How to Communicate, Influence and Negotiate in Project Management	Required	
Leading Project Teams	Required	
Leading Projects Through Emotional Intelligence	Elective	Elective
Managing Capital Projects	Elective	Elective
Managing Engineering, Science and Other Technology Projects	Elective	Elective
Managing Product Development Projects	Elective	Elective
Mastering Project Management	Elective	Required
Practical Leadership Skills	Elective	Elective
Project Management: Tools	Principles	Practices	Required	
Stimulating Creativity and Innovation	Elective	Elective

⬡ Required   ⬡ Elective

Course Descriptions

Case Studies in Project Management

Learn from the Experience of Others

Why You Should Attend

The case study method has long been used in business schools to help students learn better ways of dealing with projects and organizational issues. This course will draw on case studies from Harvard Business School to help you stay on top of the latest developments in the field. (All of the case studies were developed during the past two years.)

You are expected to spend about one hour per week reviewing lesson material and another two hours per week doing outside work, posting to discussion forums, and uploading assignments. During the first five weeks of this program, you will read one or two brief case studies each week, then post responses to questions to the online forum. In the final week of the class, you will be asked to review all of the material you have read and write a summary of the key things you have learned. The forum discussions will be led by your instructor.

> *"Great program allowing others to reach out and meet new people and learn new effective strategies."*
>
> Kira Grist, Senior Project Services Coordinator, Q2 Lab Solutions, Raleigh, NC

How to Be a Highly Effective Project Manager

Achieve Your Business and Personal Goals Faster and With Less Effort

Why You Should Attend

Personal power is not given to you by your position in the organization — it is achieved by how you think, how you communicate and how you behave.

In this high-impact course, you will learn principles and practices that will not only make you an effective project manager, but will also make you a more effective individual in whatever you do — whether on the job or in your personal life.

Attend and You Will Learn

- How to stay on track to achieve your goals in the face of change
- How to reduce burnout while increasing performance and job satisfaction for team members
- How to develop a balanced approach to your life so that you can tackle any task with calm assurance of a successful outcome
- How to be more effective in dealing with your boss, co-workers and other stakeholders

How to Communicate, Influence and Negotiate in Project Management

Develop the People Skills to Get Results Without Direct Authority

Why You Should Attend

This course will provide you with the critical companion skills in communication, influencing and negotiating that complement the problem-solving, goal-setting, scheduling, tracking and technical skills needed by project managers for the administrative aspects of the job.

Attend and You Will Learn

- Techniques to communicate effectively with anyone who might affect the success of your project
- Proven methods to influence the attitudes and performance of team members and stakeholders
- Negotiation skills to help you meet your project objectives
- How to understand and work with communication styles of others
- How to use active listening effectively
- How to decipher nonverbal communication

Leading Project Teams

Become More Effective with the 'People Side'

Why You Should Attend

Through this course you will learn to manage and lead, influence and motivate, and work with team members to get the best possible performance from each individual. The job of the project manager is to integrate people with different knowledge and skills into a functional team, so that each can make a specific contribution. You must hone your interpersonal skills so that you can exercise influence, rather than power, to get things done and turn a project group into a winning project team.

You will return to work better equipped to bring out the best in the people on your team.

Attend and You Will Learn

- How to stay on track to achieve your goals in the face of change
- How to reduce burnout while increasing performance and job satisfaction for team members
- How to develop a balanced approach to your life so that you can tackle any task with calm assurance of a successful outcome
- How to be more effective in dealing with your boss, co-workers and other stakeholders

"Lots of good material given at a good pace. Information is presented in a way that accommodates all learning styles."

Gabriel Molz, Lead Project Engineer, Mohawk Industries, Burlington, NC

Leading Projects Through Emotional Intelligence

Develop Strategies to Improve Your Emotional Intelligence and Identify It in Others

Why You Should Attend

Emotional intelligence (EQ) is a skill that can be developed to help deal more effectively with interpersonal interactions and improve relationships at both work and home. This class will look at the developing world of emotional intelligence and how it is changing the role of leadership development and business practices. You will learn the meaning of emotional intelligence, the competencies of emotional intelligence, how to detect emotional intelligence in others, and strategies on how to improve your own emotional intelligence.

Attend and You Will Learn

- How you experience things emotionally before reason takes place
- How to develop EQ skills
- How to observe EQ in others
- How you can use EQ when working interpersonally and with teams
- How to prepare an action plan for improving your own EQ

Managing Engineering, Science and Other Technology Projects

Integrate Product and Technology Development Processes with Project Management Systems

Why You Should Attend

It can be difficult enough to manage well-defined projects, but when you are dealing with research and development (R&D), science and IT projects--which are not well-defined--it is even more complicated. This course will provide you with the tools and skill sets to better manage projects in engineering, science and technology, and show you how to decide when it is best to hold on to your project and when to walk away. You will receive guidance on managing projects using Stage-Gate® management, aligning projects with the strategic initiatives of your business, and determining whether to cancel projects outright or redefine them to leapfrog current technology.

There is a fact of project portfolios that is not widely recognized or accepted by portfolio managers — no one is so good that he or she can complete every project successfully. If you are canceling too many projects, something could be wrong with your project selection process. But on the other hand, if you never cancel a project, you may be completing projects that won't make you money. This course will teach you processes to determine which projects to launch and which ones to cancel so that you can optimize success.

Attend and You Will Learn

- How to use Stage-Gate® to control project life cycles
- The importance of accelerating projects in certain conditions
- How to use IP management and IP software to evaluate projects at an early stage
- How to determine when canceling projects saves more money than sunken costs
- When to leapfrog current technology to be first to market

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Managing Product Development Projects

Skills You Need to Manage Uncertainty

Why You Should Attend

There are many aspects of developing products that require different approaches than those used for well-defined jobs. You often do not have historical data to guide the process and facilitate estimations and projections. You are often working with cutting-edge technology. The lack of data and presence of new technology make the outcomes uncertain. The absence of precedence and presence of uncertainty therefore necessitate the utilization of different approaches in product development projects. This course will help you choose approaches that will improve your success probabilities for product development.

Attend and You Will Learn

- The tools needed for development projects, such as design of experiments (DOE), Theory of Inventive
- Problem Solving (TRIZ), Stage-Gate®, failure mode and effects analysis (FMEA), mean time to failure (MTTF) and others
- The various estimating methods that can be applied when historical data is not available, including program evaluation and review technique (PERT), consensual estimating and the Monte Carlo model
- Risk management methods
- Conducting feasibility studies before launching development programs
- Dealing with people issues in product development
- Conducting design reviews
- How to prepare an action plan for improving your emotional intelligence (EQ)

"This course was outstanding. It provided really great information in a manner that allowed us all to fully understand the concepts and integrate the project management way of thinking. It helped us to better understand our potential role in project management—how it can be effectively utilized at the Department of Health and Human Services."

Krystal Hilton, NC Department of Health and Human Services, Raleigh, NC

Mastering Project Management

Go Beyond the Basics and Focus on the Job of Managing

Prerequisite: Project Management: Tools | Principles | Practices

Why You Should Attend

Successful project management requires technical, process and psychological skills. This course will show you how to bring these skill areas together to form the tools needed to successfully achieve project objectives. Special attention will be given to help you be active instead of passive, take responsibility for the project and take positive steps to keep it on track.

Attend and You Will Learn

- Systems required to effectively manage projects
- Power and politics in projects
- How to define success and failure in projects
- Problem solving in projects
- How to improve decisions in projects
- How to improve your own performance

Practical Leadership Skills

Lead People When Results Matter

Why You Should Attend

Research has shown that successful leaders in all arenas exhibit remarkably consistent actions and behaviors and that virtually anyone can adopt these practices to improve their leadership effectiveness.

This powerful course will provide you with a blueprint for becoming a successful leader, capable of motivating people to achieve objectives.

Attend and You Will Learn

- How personality traits of leaders and followers affect leadership processes
- Case studies of leadership in action, in business and nonbusiness settings
- Proven leadership principles, with methods for understanding and adopting them
- Strategies for changing from the "command and control" role to that of a facilitator
- Proven steps for building the personal credibility required for effective leadership

"A lot of relevant information. The instructor was excellent and had a great wealth of knowledge."
Chuck Batten, Project Manager, North Carolina Central University, Durham, NC

Project Management: Tools | Principles | Practices

Learn to Plan, Schedule and Control Projects Successfully

Why You Should Attend

Take the guesswork out of project management! If managing projects to get results is important to your organization, you cannot afford a seat-of-the-pants approach. In this course, you will learn proven tools and techniques used by world-class companies, that will help your projects come in on time, on budget and at the right level of performance.

This nuts-and-bolts, no-nonsense approach to project management is taught by a seasoned project manager. You will see how all techniques relate to each other during five interactive exercises that simulate a project.

You will see how all techniques relate to one another during five interactive exercises that simulate projects.

Attend and You Will Learn

- How to master the concepts and methods needed to manage resources efficiently to achieve project goals
- How to develop and coordinate the total project plan
- How to avoid the 10 most common causes of project failure
- What you need for a viable project management system
- How to manage the project life cycle
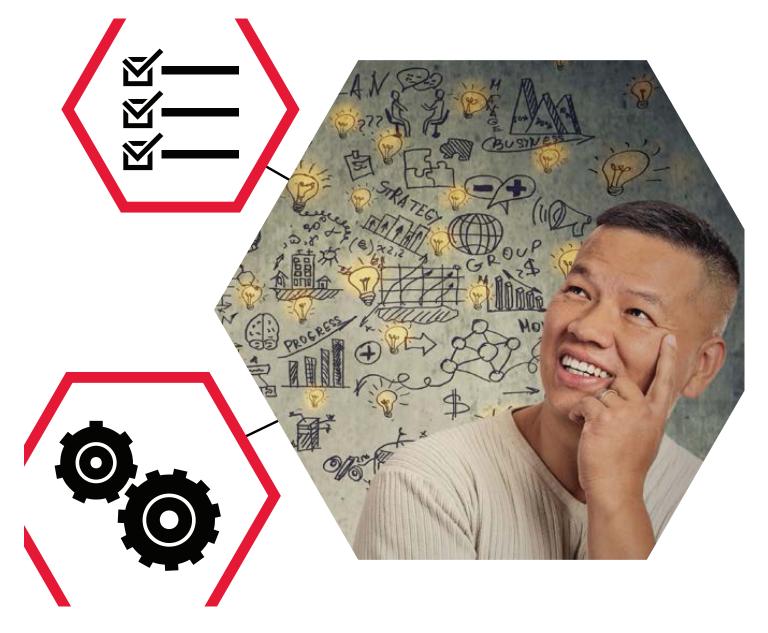
Stimulating Creativity and Innovation

Techniques for Managers of Departments, Teams or Projects

Why You Should Attend

While very few of us can be as visionary as the late Steve Jobs, creativity experts such as Michael Michalko and Roger von Oech have, for many years, effectively taught methods that can be used by anyone to generate cutting-edge ideas. You can learn and employ innovation methods in your own groups to develop innovative products, services or processes that will put you well ahead of your competitors. In this class, you will learn to apply the most current methods of stimulating creativity and innovation, both in yourself and others. This hands-on course is led by a highly successful former engineer who has practiced his techniques throughout a 15-year industrial career, followed by 30 years of developing and delivering innovative training programs for over 40,000 people around the world.

Attend and You Will Learn

- How to develop your personal creativity
- Linear techniques to generate ideas
- Intuitive techniques to generate ideas
- How to improve creativity in groups

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