

VIRTUAL ONE DAY COURSE ON

HOW TO MANAGE HUMAN FACTORS IN PROJECT MANAGEMENT?

ORGANISED BY: PROJECT MANAGEMENT TECHNICAL DIVISION

BEM APPROVED CPD: 6.5 REF. NO : IEM21/HQ/452/C (w)



• SPEAKER : MAJOR DR. J. PREBAGARAN (R)

• DATE : 27 NOVEMBER 2021, SATURDAY

• TIME : 9.00AM - 5.00PM

"When dealing with people, remember you are not dealing with creatures of logic, but creatures of emotion."

- Dale Carnegie

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INTRODUCTION

How do we lead, influence, and inspire our teams to work together more effectively? It's been one of the most sought-after solutions in project leadership, and truthfully in the business community-at-large.

Why do some projects fail? The answers typically consist of reasons such as lack of resources, poor communication, unclear objectives, competing priorities, scope creep, and others. What are the root causes of these failures? While the technical dimension of project management is widely discussed, human factors hardly get the attention it deserved. However, experienced project managers will be aware that managing human factors is a major challenge in projects. Managing different and at times conflicting priorities among various stakeholders is a major challenge for project managers. According to Pulse of Profession 2021 by Project Management Institute, Project waste about 11.6 % of project investment due to poor project performance. Imagine RM 116 million wasted for every RM 1 billion investment. Poor management of human factor is a major contributor to these huge waste.

What is “The Human Factor in Project Management?”

It focuses to answer the fundamental question of how we can get our teams to work together more effectively to achieve project objectives. It is built upon the foundation of Human Needs Psychology and Emotional Intelligence and provides project managers and leaders with the most effective tools and strategies for understanding and responding to the behaviour of team members.

The aim of this workshop is to create awareness of the significance of human factors in project management. This awareness will inspire participants to better manage human factors and improve project performance. Failure to manage human factors may result underutilization of the most valuable asset an organization has: **Talent**.

OBJECTIVE

At the end of this workshop, participants will be able to:

1. Describe common human factor challenges in a project environment.
2. Explain the implication of poor human relations towards project performance.
3. Define the six basic human psychological needs in the context of projects.
4. Determine strategies to improve project leadership by optimizing human psychological

KEY TOPICS

1. What are the common human factor challenges in the project environment?
 - Mis-communication
 - Poor teamwork
 - Conflict
2. What is the implication of poor human relations to project performance?
 - Poor stakeholder management.
 - Unclear requirement analysis.
 - Lack of synergy in an inter-dependent project environment.
 - Re-work due to unclear tasks and roles.
 - Poor quality due to miscommunication and conflict
 - Mental health challenges due to stress.
 - Poor project performance due to delay cost increase and quality issues.
3. What are the human psychological needs in the project context?
 - a. Certainty**
 - Is the project requirement determined and well defined?
 - Is the team clear about the certainty of uncertainty in the Volatile, Uncertain, Complex, and Ambiguous (VUCA) world?
 - b. Variety**
 - Is the project environment providing opportunities for creativity and innovation?
 - Is the project task intellectually challenging?
 - c. Significance**
 - Is the significance of each project member's role clearly defined?
 - Do the team members each other's contributions in an inter-dependent project environment?
 - d. Love & Connection**
 - Does the project environment promote love and connection?
 - Do team members appreciate each other.
 - e. Growth**
 - Does the project environment provide an opportunity for personal and professional growth for the relevant stakeholders?
 - Is the growth of members a leadership agenda?
 - f. Contribution**
 - Is the contribution of each project member appreciated?
 - Does the project provide an opportunity for members to consciously contribute their talent and passion?

4. How to optimize human psychological needs to enhance project leadership?

a. Gain confidence & clarity

- Know how to handle difficult people and situations more effectively
- Maintain control of your emotions
- Learn to understand your team members and their needs

b. Apply effective strategies for team success

- Learn the most effective ways to lead teams
- Gain commitment to objectives without coercion

c. Eliminate self-doubt

- Become rock-solid in handling conflict
- Learn to confidently set boundaries that everyone will honor

d. Create a roadmap to building sustainable teams

- Learn new ways to meet your team members' needs
- Initiate repeatable processes for sustaining successful teams
- Have a profound impact on your teams and organization

5. Personal Action Plan

- Common barriers in learning transfer.
- Personal plan to apply the lesson learned from this workshop in a project environment?

COURSE SCHEDULE

TIME	DESCRIPTION
9.00AM - 10.30AM	<ul style="list-style-type: none">• Common human factor challenges in the project environment
10.30AM - 10.45AM	<ul style="list-style-type: none">• Break
10.45AM - 1.00PM	<ul style="list-style-type: none">• Implication of poor human relations to project performance• Human psychological needs in the project context
1.00PM - 2.00PM	<ul style="list-style-type: none">• Break
2.00PM - 3.30PM	<ul style="list-style-type: none">• How to optimize human psychological needs to enhance project leadership
3.30PM - 3.45PM	<ul style="list-style-type: none">• Break
3.45PM - 5.00PM	<ul style="list-style-type: none">• Personal Action Plan• Q&A Session

FACILITATOR'S PROFILE

Major (R) Dr. J. Prebagan brings with him extensive experience from the corporate world and is now considered amongst the new breed of 'holistic' trainer. He has more than 30 years of experience in managing projects and conducting training. He has conducted Project Management & Leadership Training for major organizations in Malaysia, Thailand, Indonesia, Singapore, Cambodia, Maldives, Brunei, Pakistan, Ghana, Tanzania, Nigeria, Bahrain, Oman & UAE. He is a certified Project Risk Management Professional by Project Management Institute (PMI). He obtained his Ph.D. from UTM in the field of Engineering Business Management with a research focus on Project Management.

He is an Accredited Competency Professional by the Institute of Leadership Management (UK). He has hands-on experience in managing competency development projects for major organizations in Malaysia. He drives learning and development based on a unique combination of expertise gained through blended certifications in areas of NLP, Leadership, Management, Training, 7-Habits of Highly Effective People, Project Management, Risk Management, TQM, Quality, and Safety. He gained valuable working experience while serving as a Production Supervisor at an MNC, Education Officer of Malaysian Armed Forces, Project Manager in Boustead Naval Shipyard, Head of Marine Technology Academy in Boustead Naval Shipyard and currently the CEO of Samudera Management Consultants Sdn. Bhd. He has conducted the Project Risk Management workshop for major projects like New Generation Patrol Vessel Project (NGPV), Royal Malaysian Navy Shipbuilding Project, Pantai Dalam Sewage Treatment Plant.

Among his career highlights, he led the Technology Transfer Programme to acquire the capability to conduct operator and maintainer training technology from Scientific Management Associates, Melbourne, Australia to Malaysia for the Royal Malaysian Navy New Generation Patrol Vessel Project. Dr. Praba's professionalism was highlighted in SMA's corporate newsletter published in Australia in April 2014. He is also responsible for the successful design and implementation of the Professional Diploma in Naval Engineering in collaboration with Universiti Teknologi Malaysia (UTM) for the Royal Navy of Oman. He is also a part-time lecturer for the EMOSH program at UTM and MBA at Asia e University He is a Post-Doctoral Fellow at UTM and has been an Industrial Examiner for Ph.D. candidates at UTM.

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No cancellation will be accepted prior to the date of the event. However, replacement or substitute may be made at any time with 7 days prior notification and substitute will be charged according to membership status.

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REGISTRATION FORM
VIRTUAL ONE DAY COURSE ON
HOW TO MANAGE HUMAN FACTORS IN PROJECT MANAGEMENT?
27 November 2021 (Saturday)
Closing date : 19 November 2021

No	Name(s)	Email	Membership No.	Grade	Fee (RM)
SUB TOTAL					
+ 6% SST					
TOTAL PAYABLE					

PAYMENT DETAILS :

Cash RM _____

Cheque no. _____ for the amount of RM _____ (non-refundable).

FULL PAYMENT must be settled before commencement of the course, otherwise participants will not be allowed to enter the hall. If a place is reserved and the intended participant fails to attend the course, the fee is to be settled in full. If the participant failed to attend the course, the fee paid is non refundable. The Registration Fee includes lecture notes, refreshment and lunch.

For **ONLINE REGISTRATIONS**, please note that payment **MUST** be made **BEFORE the closing date**. If payment is not received within the stipulated time, the registration fee will be reverted to the normal registration fee.

Contact Person: _____ Designation: _____

Name of Organization: _____

Address : _____

Telephone No. : _____ (O) _____ (Fax No.)

_____ (H) _____ (HP)

Email : _____

Signature & Stamp

Date

Photocopies are acceptable