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RESEARCH

“It’s not JUST keystroke training you are delivering here”

CASE STUDY

The Challenge

This organisation oversees a wide and varied range of business interests across NZ and overseas. They manage science and technology projects for the benefit of all in New Zealand. An external review revealed that they had a major weakness in their ability to deliver projects and programmes of work in an efficient and effective manner. They were beginning to lose the confidence of key stakeholders both within Government and in the private sector.

In response, the organisation commenced a programme of work designed to build a ‘fit for purpose’ project delivery methodology and select a Project Management Information System (PMIS) that would support the entire organisation for scientific and non-scientific audiences. The organisation wanted to ensure its management and staff took a big step up in project management maturity and that there would be a tool-set to support their approach.

The Solution

Nonsuch Training were selected to deliver a series of Project Management Fundamentals sessions to all staff regardless of their role and position in the organisation. Nonsuch Training then were asked to develop and deliver all the ‘keystroke’ training related to the implementation of the new PMIS.

Nonsuch Training engaged with the programme team and helped enhance the proposed methodology with some innovations appropriate to the audience and join it to the PMIS to ensure consistency across both. Nonsuch Training also implemented innovations to the training including:

- Utilising dual presenters at each session, ‘zig-zagging’ between the methodology and the keystroke training to ensure both the ‘why’ and ‘what’ questions were addressed
- The development and usage of set of Quick Reference Cards that enabled the attendees to easily access post course.

Key Objectives

- Ensure a high uptake in adoption and usage of the organisation’s new Project Management Information System
- Ensure the project management concepts and not just the keystrokes are the major legacy of the training
- Deliver ‘dry’ material in a more interesting and memorable manner



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The Outcome

The uptake of usage of the system has hit and surpassed the levels required for it to be effective in the organisation. The training courses both the Fundamentals training and the ‘keystroke’ training were well received as shown through the assessment of the anonymous feedback. The organisation now has all its projects and its pipeline from a new idea all the way through to monitoring the benefits of projects in one place

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