

Benefits Management

Introduction

Projects and programmes are established to deliver change and benefits to the organisation and their clients. At the start of the project or programme organisations often invest considerable effort in defining and gaining agreement to a business case to justify the investment. However, visibility of the “benefits” and how they are to be delivered is often restricted to a relatively small group. As the project challenges of delivery take centre stage the original objectives and defined benefits often take a back seat, or worse still, sink into oblivion. This training programme is aimed at improving a delegates understanding of benefits management and providing the key elements of a benefits management lifecycle.

Objectives

Upon completion of this intensive one-day programme delegates will:

- Understand the key principles of Benefits Management
- Be able to build a cause and effect map defining how the benefits will be delivered.
- Be able to build a Benefits Scorecard based on the cause and effect model.
- Understand the different stages and related activities of the Benefits Management lifecycle.

The objective for the optional workshop on the second day is: “To apply the Benefits Management principles to your programme or project to reinforce the learning, get you started on developing your Benefits Map and Scorecard”

Course Content

The one-day course contains a number of exercises mainly based around a case study specific to your organisation that will reinforce the learning of delegates.

- Introduction
 - Benefits Management Key Principles
 - Cause and Effect
 - Four Perspectives to Benefits Delivery
 - Defining a Benefits Scorecard
 - ⇒ Measuring Benefits and Setting Targets
 - ⇒ Defining Initiatives to ensure Benefits Delivery
 - Benefits Lifecycle
 - ⇒ Hi-level Benefits Case at the Proposal Stage
 - ⇒ Assessing and Planning Benefits
 - ⇒ Managing Benefits Delivery
 - Roles and Responsibilities
- The optional workshop on the second day will consider for a specific programme/project:
- Programme/Project aims
 - Benefit Streams and Customers
 - Customer Value Proposition
 - Processes at which programme must excel
 - How the programme/project team must Learn and Improve to deliver the benefits
 - How the finances must be managed to deliver the benefits
 - Develop Benefit Statements
 - Define Measures and Targets
 - Define an action plan to complete the Benefits Scorecard for the Programme

Who should attend?

Business executives, managers, project and programme managers and team managers who will be involved in defining, assessing and managing the delivery of project and programme benefits.

Coaching

To help delegates in applying the Benefits Management principles and processes to projects coaching support can be provided on a individual or team basis. For the coaching to be really effective it should be in relation to specific projects or programmes.

Bookings

Please contact Denis Mahoney at Business Transformation (Training and Coaching) on 01903 784783 or 07766 333294 or be email at denis.mahoney@business-transform.co.uk.