



# ReSPA

Regional School  
of Public Administration

## Training on 'Managing Successful Programmes (MSP®)'

25-28 March 2013

Danilovgrad, Montenegro

**PROVISIONAL PROGRAMME**



## Background

In response to the need for organizations to have improved connections between their objectives, goals and projects and their long term strategies, Managing Successful Programmes (MSP) was developed in 1999. It provided a framework allowing the delivery of an organization's current and future inter-related projects to comply with its long term strategies. MSP is essentially a best-practice framework which outlines how best to implement a long term programme. Any organization undertaking change should run a strategy to best, deliver the process that will take place to reach the end transformation. MSP was created to support change within an organization. This includes - but is not limited to – organizations developing and launching new products or developing a new facility, merging organizations or those going through an acquisition and organizations implementing new policies.

*Managing Successful Programmes* is an **accredited programme** which comprises a set of principles and processes for use when managing a programme. It is founded on best practice although it is not prescriptive. It is very flexible and designed to be adapted to meet the needs of regional circumstances in, for instance, Countries of the Western Balkan. The proposed programme is adjusted to the needs of the public servants from the WB public administrations in accordance with the ReSPA's Capacity Needs Assessment, information provided by ReSPA.

## Objectives

The MSP Foundation Training is an intensive exam preparatory course that offers a clear, comprehensive understanding of Managing Successful Programmes (MSP®), a standardized, proven programme management framework widely accepted as best practice for managing strategic change programmes.

Many organisation struggle with managing strategic programmes; clusters of projects and non-project management activities. Programme management anticipates, different from strong result-oriented programme management methodologies, the pragmatic translation of strategic changes to actions. Due to its nature, these processes are complex and lengthy. Additionally, they have a great impact on the organisation. MSP® is a powerful tool in bringing these processes to a good end.

By attending this training, the participants will gain:

- Knowledge of and insight into the programme management method MSP;
- Basic skills in applying MSP;
- A good success rate for the MSP Foundation exam, with which the MSP foundation **certificate** could be obtained.

## Content

Introducing temporary management structures requires changes in an organisation, from both the employees working in the temporary management structures as contracting authorities and the line organisation. Within changes of organisation's **certification** of programme managers plays an increasingly central role in ambitions to improve quality. It is a challenge to connect the various international standards and directives to national and culture specific needs and to manage these pragmatically. Besides the start up and organisation of the programme, MSP principles, themes, roles and processes will be dealt with. Additionally, attention is paid to risk management, managing benefits and managing change. During the training participants will be required to do self-study during the evening hours to gain the necessary knowledge to take the MSP Foundation examination. After successfully passing the exam, the participant can obtain a **certificate**.

## Target Group

This training is for up to **14** public officials participating in an organizational change programme and those who want to achieve the MSP Foundation Certification. Previous knowledge of a structured project or programme management methodology is a prerequisite. A minimum of 2 years experience in managing programmes or managing departments at the state administrations or experience of working in a change programme or programme environment would be highly recommended.

This course would be ideal for:

- Programme Managers who need to appreciate or apply a formal programme management approach in practice
- Leaders of change programmes who wish to assess its relevance for their programme or its adoption within their organisation
- Senior Programme Managers who need to increase their understanding of how programmes operate within their public administrations

Participants are expected to speak English fluently; all training materials and the MSP Foundation exam are in English.

Due to the specific nature of this training and, more importantly, the high quality requirements of this **accredited training**, a group size of 14 participants is the maximum.

## Workshop Trainers

*Mr Henk Venema* – is an experienced programme manager and MSP accredited trainer, ROI, Dutch Institute for Public Administration. Henk Venema has many years of experience in managing international change programmes within the public sector and banking industry. Characteristic for these programmes are the complexity of the change combined with the wide variety of stakeholders. Henk has a long track record in conducting MSP certification training for participants in the public and private sector and also facilitates a Masterclass Programme Management targeting experienced programme managers.

*Ms Angela Kwok* – is an experienced project and training manager, ROI, Dutch Institute for Public Administration. Angela Kwok has extensive experience in developing, organising and managing training programmes focussing on the professionalization of international civil servants. She has working experience in countries in transition, new EU Member States and (potential) candidate countries. Throughout the training programme, Angela will provide training support.

## Methodology

Transfer of knowledge and discussions, in which theory and practice with the participants own cases are being discussed. Through short cases, participants will get insight into the application of the methodology. The training is being given in a high pace and the method is being dealt with pragmatically. Self-study during the evening hours is necessary to gain the knowledge required to take the MSP Foundation examination in order to achieve certification. Participants will get access to a unique e-learning environment to prepare themselves for the exams. Through the combination with e-learning this training can deal with the practical application of the methodology more intensely than similar training sessions.

During the 4 days of training, all participants will have access to computers with internet connection. The candidates will get access to the web based MSP Foundation exam trainer (e-platform) which includes over 500 MSP Foundation sample questions. Candidates may use these facilities during the evenings. This will considerably increase their chances for successfully passing the exam and being awarded with the **certificate**.

## DRAFT TRAINING PROGRAMME

### Day I: 25 March 2013

09.30	-	10.00	Welcome and introduction Ms. Angela Kwok – ROI Training Manager Mr. Aqim Emurli – ReSPA Training Manager Outline of programme objectives and sharing of participants' Learning Objectives
10.00	-	11.00	Project and Programme Management
11.00	-	11.15	<i>Coffee break</i>
11.15	-	12.30	Introduction of MSP
12.30	-	13.30	<i>Lunch break</i>
13.30	-	14.45	Principles, themes and Transformational Flow
14.45	-	15.00	<i>Coffee break</i>
15.00	-	17.00	Themes Vision and Organisation Exam training
17.00	-		End of 1 <sup>st</sup> day
17.00	-	18.00	Facultative "walk-in consultation hour"

### Day II: 26 March 2013

09.30	-	11.00	Identifying and Defining a programme
11.00	-	11.15	<i>Coffee break</i>
11.15	-	12.45	Theme Planning and Control
12.45	-	13.45	<i>Lunch break</i>
13.45	-	14.45	Theme Leadership & Stakeholder engagement
14.45	-	15.00	<i>Coffee break</i>
15.00	-	16.45	Themes Blueprint, Q&A Exam training
16.45	-		End of 2 <sup>nd</sup> day
16.45	-	17.45	Facultative "walk-in consultation hour"

### Day III: 27 March 2013

09.30	-	11.00	Delivering the Capability and Realizing Benefits
11.00	-	11.15	<i>Coffee break</i>
11.15	-	12.45	Theme Benefits Management
12.45	-	13.45	<i>Lunch break</i>
13.45	-	14.45	Managing the Tranches Theme Risk & Issue Management (1)
14.45	-	15.00	<i>Coffee break</i>
15.00	-	17.00	Theme Risk & Issue Management (2) Exam training
17.00			End of 3 <sup>rd</sup> day
17.00	-	18.00	Facultative “walk-in consultation hour”

### Day IV: 28 March 2013

09.30	-	11.00	Theme Business Case Closing a Programme
11.00	-	11.15	<i>Coffee break</i>
11.15	-	12.45	Exam preparation
12.45	-	13.30	<i>Lunch break</i>
13.30	-	15.00	Exam (incl. additional time non-native English speakers)
15.00	-	15.30	<i>Coffee break (check results)</i>
15.30	-	16.00	Preliminary results Evaluation of the programme
16.00			End of 4 <sup>th</sup> day