

**360°** Degrees Management Consulting



# Training & Workshops

## Course Catalog

Public courses and corporate workshops in Lean, Lean Six Sigma, project management, leadership, AI, customer experience, and operational excellence.

[www.360degreesconsultants.org](http://www.360degreesconsultants.org) | [info@360degreesconsultants.org](mailto:info@360degreesconsultants.org) | 2026

# About 360 Degrees Training

360 Degrees training is designed for professionals, teams, and organizations that need practical capability, not theory alone. Our courses and workshops help participants strengthen the skills required to lead projects, improve processes, solve problems, use emerging tools responsibly, serve customers better, and deliver measurable results.

Programs can be delivered as public courses, private corporate workshops, virtual sessions, onsite training, blended learning journeys, or customized engagements tied to your organization's goals, processes, and performance priorities.

<b>Practitioner-Led</b>	<b>Application-Focused</b>	<b>Performance-Oriented</b>
Led by an experienced consultant, MBA, PMP, and Lean Six Sigma Master Black Belt.	Participants leave with templates, examples, exercises, and practical tools they can use immediately.	Programs connect learning to better execution, process performance, leadership, and measurable outcomes.

## Why this matters

Organizations rarely struggle because of one isolated issue. Performance problems usually sit at the intersection of strategy, leadership, process design, communication, measurement, technology, and execution. 360 Degrees training connects those disciplines so learning is practical, integrated, and relevant to real work.

# Public Courses and Corporate Workshops

## Public Courses



Open-enrollment learning experiences for individual professionals seeking practical skills, career growth, certification readiness, and applied tools.

- Career-focused cohorts
- Practical assignments and templates
- Evening, virtual, and intensive formats available
- Certificate of Completion

## Corporate Training & Workshops



Customized learning experiences for organizations that want to build capability, improve performance, and apply tools directly to business priorities.

- Onsite, virtual, or blended delivery
- Customized cases and exercises
- Team-based application and coaching
- Optional implementation support

# Recommended Learning Pathways

## Lean Six Sigma Pathway

Program	Typical Length	Purpose
White Belt	Half-day or 1 day	Awareness and vocabulary
Yellow Belt	2 days	Project team member skills
Green Belt	5 days / 40 hours	Lead focused improvement projects
Black Belt	10 days / 80 hours	Lead complex projects and mentor others

## Project Management Pathway

Program	Typical Length	Purpose
Practical PM	1 day	Foundational skills
PM Bootcamp	8 weeks / 20 hours	Applied project leadership
PMP/CAPM Readiness	2-5 days or cohort	Exam and career preparation
Advanced Workshops	Half-day to 2 days	Risk, EVM, governance, recovery, Agile

## Leadership & Modern Work Pathway

Program	Typical Length	Purpose
Leadership Essentials	1-2 days	New and emerging managers
High-Performing Teams	1 day	Team clarity and accountability
AI for Managers	1 day	Practical AI use with judgment
Productivity Toolkit	Half-day or 1 day	Execution habits and routines

# Course Index

This catalog is organized by learning area. Courses can be delivered as public cohorts, private corporate workshops, onsite programs, virtual sessions, or blended learning journeys.

## Operational Excellence & Continuous Improvement

ID	Course / Workshop	Length
OE-101	Lean Thinking	1 day
OE-102	Lean Six Sigma White Belt	Half-day or 1 day
OE-103	Lean Six Sigma Yellow Belt	2 days
OE-104	Lean Six Sigma Green Belt Practitioner Program	5 days / 40 hours
OE-105	Lean Six Sigma Black Belt Practitioner Program	10 days / 80 hours + optional project coaching
OE-106	Kaizen Event Facilitation	1-2 days
OE-107	Value Stream Mapping	1 day
OE-108	Root Cause Analysis & Problem Solving	1 day
OE-109	Process Improvement for Service Organizations	1 day
OE-110	5S and Workplace Organization	1 day

## Project, Program & Delivery Management

ID	Course / Workshop	Length
PM-201	Project Management Bootcamp	8 weeks / 20 hours
PM-202	PMP/CAPM Certification Readiness Workshop	2-5 days or evening cohort
PM-203	Practical Project Management for Non-Project Managers	1 day
PM-204	Agile, Scrum & Hybrid Delivery	1-2 days
PM-205	Project Risk Management	1 day
PM-206	Executive Project Governance	Half-day or 1 day
PM-207	Project Recovery Workshop	1 day
PM-208	Earned Value & Performance Reporting	1 day
PM-209	Scope, WBS & Requirements Planning	Half-day or 1 day

## Leadership & Team Performance

ID	Course / Workshop	Length
LD-301	Leadership Essentials for New and Emerging Managers	1-2 days
LD-302	Impactful Leadership	1 day
LD-303	Leading High-Performing Teams	1 day
LD-304	Coaching, Feedback & Accountability	1 day
LD-305	Conflict Management & Difficult Conversations	1 day
LD-306	Executive Communication & Influence	1 day
LD-307	Managing Multiple Priorities & Personal Productivity	Half-day or 1 day
LD-308	Change Leadership & Stakeholder Engagement	1 day

## AI, Productivity & Modern Work

ID	Course / Workshop	Length
AI-401	AI Without the Hype	Half-day or 1 day
AI-402	AI for Managers & Teams	1 day
AI-403	Practical AI for Project Leaders	1 day
AI-404	AI for Productivity, Planning & Decision Support	Half-day or 1 day
AI-405	Meeting Effectiveness & Facilitation	Half-day or 1 day
AI-406	360 Productivity Toolkit Workshop	Half-day or 1 day

## Strategy, Customer Experience & Business Performance

ID	Course / Workshop	Length
SC-501	Strategic Planning & OKRs	1 day
SC-502	Customer Experience Improvement	1-2 days
SC-503	Journey Mapping & Voice of the Customer	1 day
SC-504	Performance Metrics & Dashboards	1 day
SC-505	Data Visualization for Leaders	1-2 days
SC-506	Business Process Design	1 day

## Industry-Tailored Corporate Programs

ID	Course / Workshop	Length
IC-601	Industry Project & Program Management Essentials	1-2 days
IC-602	Risk, Performance & Portfolio Reporting for Complex Initiatives	1 day
IC-603	Vendor & Contract Performance for Project Leaders	1 day
IC-604	Technology Initiative Governance & Performance Assurance	1-2 days

**360 Degrees Management Consulting**

# **Operational Excellence & Continuous Improvement**

Lean, Lean Six Sigma, Kaizen, problem solving, process improvement, and measurable performance.

**Practical capability. Better execution. Measurable results.**

# Lean Thinking

**1 day**

OE-101

## Description

A practical introduction to Lean principles, waste reduction, flow, standard work, and continuous improvement. Participants learn how to see work as a system, identify non-value-added activity, simplify processes, and improve daily performance without overcomplicating the work.

## Best For

Leaders, supervisors, process owners, improvement teams, and professionals who want a practical introduction to Lean.

## Learning Outcomes

- Explain Lean principles and the difference between value-added and non-value-added work.
- **Identify common forms of waste in office, service, administrative, and operational environments.**
- Use basic process mapping to make work visible.
- Apply practical improvement tools to reduce complexity and improve flow.
- Develop a simple improvement action plan for a real workplace issue.

## Practical Tools & Takeaways

Waste walk checklist; Basic process map; Improvement opportunity log; Action plan template.

## Course Details

### COURSE ID

OE-101

### LENGTH

1 day

### LEVEL

Foundational

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Lean Six Sigma White Belt

Half-day or 1 day

OE-102

## Description

A concise overview of Lean Six Sigma concepts, vocabulary, roles, and improvement mindset. This course helps participants understand how Lean and Six Sigma support better quality, faster cycle times, lower cost, and more consistent customer outcomes.

## Best For

Employees, frontline teams, new managers, and organizations launching a continuous improvement program.

## Learning Outcomes

- Describe the purpose of Lean Six Sigma and the role of continuous improvement.
- Recognize basic Lean and Six Sigma terminology.
- Understand DMAIC at a high level.
- Identify how team members contribute to improvement projects.
- Spot simple improvement opportunities in daily work.

## Practical Tools & Takeaways

Lean Six Sigma glossary; DMAIC overview; Waste identification worksheet; Opportunity statement template.

## Course Details

### COURSE ID

OE-102

### LENGTH

Half-day or 1 day

### LEVEL

Awareness

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Lean Six Sigma Yellow Belt

2 days

OE-103

## Description

A practical two-day program for professionals who participate in process improvement work. Participants learn how to support DMAIC projects, collect useful data, identify root causes, contribute to solution development, and help sustain improvements.

## Best For

Team members, supervisors, analysts, coordinators, and professionals supporting improvement projects.

## Learning Outcomes

- Explain the DMAIC roadmap and the role of Yellow Belt team members.
- Create problem statements and basic project charters.
- Use process maps, data collection plans, and cause-and-effect tools.
- Participate effectively in root cause analysis and solution selection.
- Support implementation and control activities.

## Practical Tools & Takeaways

Project charter; SIPOC; Cause-and-effect diagram; Data collection plan; Control checklist.

## Course Details

### COURSE ID

OE-103

### LENGTH

2 days

### LEVEL

Foundational / Team Member

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None; White Belt helpful but not required

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Lean Six Sigma Green Belt Practitioner Program

5 days / 40 hours

OE-104

<p><b>Description</b></p> <p>A hands-on Green Belt program focused on leading practical improvement projects using the DMAIC roadmap. The recommended format is five total training days, delivered either as an intensive week or as a cohort over several weeks to allow application between sessions.</p> <p><b>Best For</b></p> <p>Managers, analysts, team leads, process owners, and professionals expected to lead focused improvement projects.</p> <p><b>Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Lead a focused improvement project using DMAIC.</li> <li>• Define the business problem, scope, stakeholders, measures, and expected benefits.</li> <li>• Map processes and collect meaningful performance data.</li> <li>• Analyze variation, root causes, waste, defects, and process constraints.</li> <li>• Develop, test, implement, and control practical improvements.</li> </ul> <p><b>Practical Tools &amp; Takeaways</b></p> <p>DMAIC project workbook; Project charter; SIPOC and process map; Root cause analysis toolkit; Control plan.</p>	<p><b>Course Details</b></p> <p><b>COURSE ID</b></p> <p>OE-104</p> <p><b>LENGTH</b></p> <p>5 days / 40 hours</p> <p><b>LEVEL</b></p> <p>Practitioner</p> <p><b>PUBLIC COURSES</b></p> <p>Yes</p> <p><b>CORPORATE DELIVERY</b></p> <p>Yes</p> <p><b>MODALITY</b></p> <p>In-person, virtual, or blended</p> <p><b>PREREQUISITES</b></p> <p>Basic process improvement experience helpful</p> <p><b>CREDENTIAL</b></p> <p>Certificate of Completion</p> <p><b>Customization</b></p> <p>Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.</p>
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# Lean Six Sigma Black Belt Practitioner Program

**10 days / 80 hours + optional project coaching**

OE-105

<p><b>Description</b></p> <p>An advanced Lean Six Sigma program for professionals who lead complex improvement initiatives, facilitate cross-functional teams, use more advanced analysis, and mentor others. The recommended format is two five-day blocks with project work and coaching between sessions.</p> <p><b>Best For</b></p> <p>Improvement leaders, transformation leads, senior analysts, project leaders, and professionals who will mentor Green Belts.</p> <p><b>Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Lead complex cross-functional improvement projects.</li> <li>• Select and scope projects aligned to strategic and operational priorities.</li> <li>• Use advanced problem-solving, facilitation, data analysis, and change leadership methods.</li> <li>• Coach Green Belts and support a broader improvement system.</li> <li>• Design sustainable controls, governance, and benefit tracking.</li> </ul> <p><b>Practical Tools &amp; Takeaways</b></p> <p>Black Belt project roadmap; Advanced analysis templates; Facilitation guide; Benefits tracking model; Coaching checklist.</p>	<p><b>Course Details</b></p> <p><b>COURSE ID</b></p> <p><b>OE-105</b></p> <p><b>LENGTH</b></p> <p><b>10 days / 80 hours + optional project coaching</b></p> <p><b>LEVEL</b></p> <p>Advanced Practitioner</p> <p><b>PUBLIC COURSES</b></p> <p>Selective cohort</p> <p><b>CORPORATE DELIVERY</b></p> <p>Yes</p> <p><b>MODALITY</b></p> <p>In-person, virtual, or blended</p> <p><b>PREREQUISITES</b></p> <p>Green Belt knowledge or equivalent experience recommended</p> <p><b>CREDENTIAL</b></p> <p>Certificate of Completion</p> <p><b>Customization</b></p> <p>Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.</p>
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# Kaizen Event Facilitation

**1-2 days**

OE-106

## Description

A facilitation-focused workshop that teaches participants how to plan, lead, and sustain rapid improvement events. Participants learn how to select the right problem, engage stakeholders, prepare for the event, facilitate the team, and convert ideas into measurable action.

## Best For

Managers, supervisors, process owners, Lean practitioners, project managers, and internal facilitators.

## Learning Outcomes

- Plan a Kaizen event with clear scope, goals, roles, and measures.
- Facilitate current-state analysis and future-state design.
- Use Lean tools to identify waste, bottlenecks, and improvement opportunities.
- Manage group dynamics and stakeholder engagement.
- Translate event outcomes into action plans and follow-through routines.

## Practical Tools & Takeaways

Kaizen charter; Event agenda; Stakeholder map; Action register; 30/60/90-day follow-up plan.

## Course Details

### COURSE ID

OE-106

### LENGTH

1-2 days

### LEVEL

Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

Lean Thinking helpful

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Value Stream Mapping

**1 day**

OE-107

## Description

A practical workshop on mapping how value flows across departments, handoffs, decisions, queues, rework, and customer touchpoints. Participants learn how to visualize the current state, identify constraints and waste, and design a better future state.

## Best For

Process owners, operations leaders, service managers, improvement teams, and cross-functional teams.

## Learning Outcomes

- Develop a current-state value stream map.
- Identify delay, rework, handoff issues, queues, and information gaps.
- Assess flow from the customer perspective.
- Design a practical future state.
- Create an implementation plan tied to measurable outcomes.

## Practical Tools & Takeaways

Value stream map template; Cycle-time and wait-time worksheet; Future-state planning guide; Improvement backlog.

## Course Details

### COURSE ID

OE-107

### LENGTH

1 day

### LEVEL

Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None; Lean Thinking helpful

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Root Cause Analysis & Problem Solving

1 day

OE-108

## Description

A hands-on workshop focused on moving beyond symptoms and solving the real causes of recurring issues. Participants practice structured problem definition, data-based investigation, cause analysis, solution selection, and prevention planning.

## Best For

Managers, supervisors, analysts, project teams, quality teams, and professionals responsible for solving recurring problems.

## Learning Outcomes

- Define problems clearly and objectively.
- Distinguish symptoms, causes, contributing factors, and effects.
- Use 5 Whys, cause-and-effect diagrams, Pareto thinking, and basic data analysis.
- Select countermeasures based on evidence and feasibility.
- Create prevention and control actions to reduce recurrence.

## Practical Tools & Takeaways

Problem statement template; 5 Whys worksheet; Fishbone diagram; Countermeasure matrix; Control checklist.

## Course Details

### COURSE ID

OE-108

### LENGTH

1 day

### LEVEL

Foundational / Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Process Improvement for Service Organizations

1 day

OE-109

## Description

A service-focused improvement workshop for organizations where the work is information, decisions, service requests, approvals, customer interactions, and handoffs. Participants learn how to reduce delays, errors, rework, frustration, and inconsistent service.

## Best For

Service teams, administrative teams, customer-facing teams, healthcare, nonprofits, professional services, and back-office operations.

## Learning Outcomes

- Identify common forms of waste in service and administrative processes.
- Map service workflows and decision points.
- Analyze handoffs, queues, rework, and customer pain points.
- Design simple improvements that reduce effort and improve consistency.
- Develop a practical implementation plan.

## Practical Tools & Takeaways

Service process map; Handoff analysis worksheet; Customer pain point log; Improvement action plan.

## Course Details

### COURSE ID

OE-109

### LENGTH

1 day

### LEVEL

Foundational / Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# 5S and Workplace Organization

**1 day**
**OE-110**

## Description

A practical workshop on creating more organized, visual, safe, and efficient work environments. While often associated with manufacturing, 5S can also improve offices, shared digital workspaces, service counters, supply areas, and team routines.

## Best For

Operations teams, service teams, administrative teams, frontline supervisors, and improvement teams.

## Learning Outcomes

- Explain the purpose of Sort, Set in Order, Shine, Standardize, and Sustain.
- Identify visual controls and organization issues in a work area.
- Develop practical standards for shared workspaces and tools.
- Create a sustainment plan with simple audits and ownership.
- Connect 5S to safety, quality, productivity, and employee experience.

## Practical Tools & Takeaways

5S audit checklist; Visual management guide; Before/after worksheet; Sustainment plan.

## Course Details

### COURSE ID

**OE-110**

### LENGTH

**1 day**

### LEVEL

Foundational

### PUBLIC COURSES

Corporate focus

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

**360 Degrees Management Consulting**

# **Project, Program & Delivery Management**

Practical project leadership, certification readiness, Agile, risk, governance, recovery, and performance reporting.

**Practical capability. Better execution. Measurable results.**

# Project Management Bootcamp

8 weeks / 20 hours

PM-201

## Description

A practical, interactive bootcamp that builds confidence in modern project management. Participants learn how to initiate, plan, lead, monitor, communicate, and close projects using predictive, adaptive, and hybrid approaches.

## Best For

Aspiring project managers, career changers, team leads, coordinators, analysts, and professionals managing work without formal PM training.

## Learning Outcomes

- Explain the modern project environment and core PM principles.
- Develop charters, scope statements, schedules, risks, and stakeholder plans.
- Apply leadership, communication, and team practices to project work.
- Understand Agile, Scrum, hybrid delivery, and value-based thinking.
- Practice project decision-making through scenarios and simulations.

## Practical Tools & Takeaways

Project charter; Stakeholder register; WBS template; Risk register; Final project simulation.

## Course Details

### COURSE ID

PM-201

### LENGTH

8 weeks / 20 hours

### LEVEL

Foundational to Intermediate

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# PMP/CAPM Certification Readiness Workshop

2-5 days or evening cohort

PM-202

<p><b>Description</b></p> <p>A certification-readiness workshop designed to strengthen project management knowledge, exam confidence, and practical application. This course supports preparation but is not presented as PMI Authorized Training unless specifically stated in writing.</p> <p><b>Best For</b></p> <p>Professionals preparing for PMP or CAPM certification, aspiring PMs, and experienced project leaders seeking structured review.</p> <p><b>Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Review project management principles, performance domains, and common exam themes.</li> <li>• Connect predictive, Agile, and hybrid approaches to real project scenarios.</li> <li>• Practice situational questions and decision logic.</li> <li>• Identify personal knowledge gaps and study priorities.</li> <li>• Build an exam-readiness plan and professional development path.</li> </ul> <p><b>Practical Tools &amp; Takeaways</b></p> <p>Study planner; Question practice sets; Concept maps; Scenario decision guide; Readiness checklist.</p>	<p><b>Course Details</b></p> <p><b>COURSE ID</b></p> <p>PM-202</p> <p><b>LENGTH</b></p> <p>2-5 days or evening cohort</p> <p><b>LEVEL</b></p> <p>Certification Readiness</p> <p><b>PUBLIC COURSES</b></p> <p>Yes</p> <p><b>CORPORATE DELIVERY</b></p> <p>Yes</p> <p><b>MODALITY</b></p> <p>In-person, virtual, or blended</p> <p><b>PREREQUISITES</b></p> <p>Participants should verify current certification eligibility requirements with PMI</p> <p><b>CREDENTIAL</b></p> <p>Certificate of Completion</p> <p><b>Customization</b></p> <p>Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.</p>
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# Practical Project Management for Non-Project Managers

1 day

PM-203



## Description

A practical workshop for professionals who are responsible for getting work done through projects but do not hold formal project management roles. Participants learn simple, disciplined methods to clarify scope, plan work, manage stakeholders, and track progress.

## Best For

Managers, professionals, administrators, analysts, team leads, and subject matter experts who manage projects informally.

## Learning Outcomes

- Define project goals, scope, deliverables, assumptions, and constraints.
- Build practical schedules and responsibility plans.
- Identify and manage risks, issues, decisions, and changes.
- Communicate status clearly to stakeholders.
- Close projects with lessons learned and accountability.

## Practical Tools & Takeaways

Simple project charter; Work plan; RACI; Risk/issue log; Status report template.

## Course Details

### COURSE ID

PM-203

### LENGTH

1 day

### LEVEL

Foundational

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Agile, Scrum & Hybrid Delivery

1-2 days

PM-204

## Description

A practical introduction to Agile, Scrum, and hybrid delivery. Participants learn when Agile helps, when predictive planning still matters, and how to combine approaches in a way that fits real organizational constraints.

## Best For

Project managers, product teams, business analysts, team leads, executives, and organizations using or considering Agile and hybrid approaches.

## Learning Outcomes

- Explain Agile values, principles, and common delivery models.
- Describe Scrum roles, events, artifacts, and team practices.
- Compare predictive, adaptive, and hybrid delivery approaches.
- Build and prioritize a simple backlog.
- Design a practical delivery approach for a real project context.

## Practical Tools & Takeaways

Agile glossary; Backlog template; Sprint planning guide; Hybrid delivery canvas; Retrospective template.

## Course Details

### COURSE ID

PM-204

### LENGTH

1-2 days

### LEVEL

Foundational / Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Project Risk Management

**1 day**

PM-205

## Description

A focused workshop on identifying, analyzing, communicating, and responding to project risk. Participants learn how to make risk management practical, visible, and useful rather than a compliance exercise.

## Best For

Project managers, program managers, team leads, sponsors, and PMO professionals.

## Learning Outcomes

- Identify threats and opportunities across scope, schedule, cost, quality, stakeholders, and external factors.
- Assess risk probability, impact, urgency, and exposure.
- Develop practical response strategies and triggers.
- Integrate risk into planning, governance, and status reporting.
- Facilitate risk conversations with teams and sponsors.

## Practical Tools & Takeaways

Risk register; Risk scoring matrix; Response planning template; Risk review agenda.

## Course Details

### COURSE ID

PM-205

### LENGTH

1 day

### LEVEL

Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

Basic project management knowledge helpful

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Executive Project Governance

Half-day or 1 day

PM-206

## Description

A sponsor-focused workshop that helps leaders improve project oversight, decision-making, escalation, value delivery, and accountability. The emphasis is on creating the conditions for projects to succeed rather than micromanaging project teams.

## Best For

Executives, sponsors, PMO leaders, senior managers, portfolio leaders, and steering committee members.

## Learning Outcomes

- Clarify sponsor, steering committee, PM, and team responsibilities.
- Define project success in terms of value and business outcomes.
- Establish governance cadence, escalation paths, and decision rights.
- Interpret meaningful project status information.
- Improve sponsor engagement and executive accountability.

## Practical Tools & Takeaways

Governance charter; Decision rights matrix; Executive dashboard template; Escalation guide.

## Course Details

### COURSE ID

PM-206

### LENGTH

Half-day or 1 day

### LEVEL

Executive / Sponsor

### PUBLIC COURSES

Corporate focus

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Project Recovery Workshop

**1 day**

PM-207

## Description

A scenario-based workshop for diagnosing and recovering challenged projects. Participants learn how to assess project health, reset scope and expectations, stabilize governance, engage stakeholders, and rebuild delivery confidence.

## Best For

Project managers, sponsors, PMO leaders, turnaround teams, and leaders responsible for troubled initiatives.

## Learning Outcomes

- Diagnose common causes of project distress.
- Assess schedule, scope, cost, risk, stakeholder, and team health.
- Develop a stabilization and recovery plan.
- Communicate difficult project realities credibly.
- Re-baseline work and restore accountability.

## Practical Tools & Takeaways

Project health assessment; Recovery plan template; Stakeholder reset guide; Executive briefing template.

## Course Details

### COURSE ID

PM-207

### LENGTH

1 day

### LEVEL

Intermediate / Advanced

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

Project experience recommended

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Earned Value & Performance Reporting

1 day

PM-208

## Description

A practical workshop on project performance reporting, earned value concepts, schedule and cost visibility, and executive communication. Participants learn how to interpret performance data and convert it into meaningful decisions.

## Best For

Project managers, program controls staff, analysts, organizations with complex contracts, PMOs, and leaders who need clearer performance visibility.

## Learning Outcomes

- Explain PV, EV, AC, CPI, SPI, EAC, VAC, and related performance concepts.
- Interpret cost and schedule performance trends.
- Identify reporting limitations and misleading metrics.
- Use performance information to support decisions and corrective action.
- Communicate performance status clearly to stakeholders.

## Practical Tools & Takeaways

EVM quick reference; Performance dashboard; Variance explanation guide; Corrective action template.

## Course Details

### COURSE ID

PM-208

### LENGTH

1 day

### LEVEL

Intermediate

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

Basic project management and cost/schedule concepts helpful

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Scope, WBS & Requirements Planning

Half-day or 1 day

PM-209

## Description

A hands-on workshop that helps participants define what work must be done, what is out of scope, and how requirements and deliverables translate into realistic plans. Participants practice decomposition, acceptance criteria, and scope control.

## Best For

Project managers, business analysts, product owners, team leads, and stakeholders involved in defining project work.

## Learning Outcomes

- Clarify project objectives, requirements, deliverables, and acceptance criteria.
- Develop a practical work breakdown structure.
- Identify assumptions, constraints, exclusions, and interfaces.
- Connect scope to schedule, resources, risk, and stakeholder expectations.
- Reduce scope creep through better definition and change control.

## Practical Tools & Takeaways

Requirements worksheet; WBS template; Scope statement; Change control checklist.

## Course Details

### COURSE ID

PM-209

### LENGTH

Half-day or 1 day

### LEVEL

Foundational / Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

**360 Degrees Management Consulting**

# Leadership & Team Performance

Essential leadership skills, communication, accountability, team effectiveness, conflict, and change.

**Practical capability. Better execution. Measurable results.**

# Leadership Essentials for New and Emerging Managers

1-2 days

LD-301



## Description

A practical leadership workshop that helps new and emerging managers transition from individual contribution to leading through others. The course focuses on clarity, communication, accountability, coaching, prioritization, and team performance.

## Best For

New managers, emerging leaders, supervisors, team leads, and high-potential professionals.

## Learning Outcomes

- Define the role of a manager and the shift from doing to leading.
- Set expectations, priorities, and operating rhythms.
- Use coaching and feedback to improve performance.
- Navigate difficult conversations and accountability issues.
- Build trust, communication, and team discipline.

## Practical Tools & Takeaways

Manager operating rhythm; One-on-one guide; Feedback planner; Team norms worksheet.

## Course Details

### COURSE ID

LD-301

### LENGTH

1-2 days

### LEVEL

Foundational / Manager

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Impactful Leadership

1 day

LD-302

## Description

A practical leadership development workshop focused on self-awareness, communication, influence, trust, judgment, and the behaviors that help leaders create better outcomes through people.

## Best For

Managers, supervisors, project leaders, team leads, and professionals responsible for influencing outcomes.

## Learning Outcomes

- Identify leadership behaviors that strengthen or weaken performance.
- Communicate with clarity and credibility.
- Use influence without relying only on authority.
- Apply emotional intelligence in challenging situations.
- Create a personal leadership action plan.

## Practical Tools & Takeaways

Leadership self-assessment; Influence map; Communication planner; Action commitment worksheet.

## Course Details

### COURSE ID

LD-302

### LENGTH

1 day

### LEVEL

Manager / Leader

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Leading High-Performing Teams

**1 day**

LD-303

## Description

A team-focused workshop that helps leaders create clarity, trust, accountability, collaboration, and sustained performance. Participants explore team dynamics, decision-making, communication routines, and the leader's role in building conditions for success.

## Best For

Managers, team leads, project managers, supervisors, and leaders responsible for team performance.

## Learning Outcomes

- Diagnose team performance conditions and barriers.
- Clarify roles, goals, operating norms, and decision-making expectations.
- Improve communication, trust, and psychological safety.
- Address conflict, disengagement, and accountability gaps.
- Create a team performance improvement plan.

## Practical Tools & Takeaways

Team health check; Team charter; Role clarity map; Accountability routines.

## Course Details

### COURSE ID

LD-303

### LENGTH

1 day

### LEVEL

Manager / Team Leader

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Coaching, Feedback & Accountability

1 day

LD-304

## Description

A practical skill-building workshop for managers who need to improve performance conversations. Participants practice coaching, feedback, expectation setting, follow-up, and accountability in a way that is direct, respectful, and productive.

## Best For

Managers, supervisors, mentors, project leaders, and team leads.

## Learning Outcomes

- Distinguish coaching, feedback, direction, and accountability conversations.
- Prepare for performance conversations using clear facts and desired outcomes.
- Give feedback that is specific, timely, and actionable.
- Use coaching questions to build ownership and judgment.
- Create follow-up routines that sustain accountability.

## Practical Tools & Takeaways

Feedback planner; Coaching questions guide; Performance conversation script; Follow-up tracker.

## Course Details

### COURSE ID

LD-304

### LENGTH

1 day

### LEVEL

Manager / Leader

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Conflict Management & Difficult Conversations

1 day

LD-305

## Description

A practical workshop on responding to conflict with clarity, composure, and credibility. Participants learn how to prepare for difficult conversations, reduce defensiveness, understand interests, and move toward productive resolution.

## Best For

Managers, project leaders, HR partners, supervisors, team leads, and professionals navigating workplace conflict.

## Learning Outcomes

- Recognize common conflict triggers and response patterns.
- Prepare for difficult conversations with facts, purpose, and desired outcomes.
- Use listening, reframing, and inquiry to reduce defensiveness.
- Address behavior and impact without personal attacks.
- Develop agreements and follow-up actions.

## Practical Tools & Takeaways

Conflict style reflection; Conversation planner; Listening guide; Resolution agreement template.

## Course Details

### COURSE ID

LD-305

### LENGTH

1 day

### LEVEL

Manager / Professional

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Executive Communication & Influence

1 day

LD-306

## Description

A communication workshop for professionals who need to brief leaders, influence stakeholders, and translate complex information into clear recommendations. Participants learn how to structure messages, use evidence, and communicate with executive presence.

## Best For

Managers, project leaders, consultants, analysts, and professionals who present recommendations to leaders or clients.

## Learning Outcomes

- Structure concise, outcome-focused messages for senior audiences.
- Separate information, analysis, recommendations, and decisions.
- Use data and storytelling to support action.
- Anticipate stakeholder concerns and questions.
- Deliver briefings with confidence and clarity.

## Practical Tools & Takeaways

Executive briefing template; Message map; Recommendation canvas; Stakeholder Q&A planner.

## Course Details

### COURSE ID

LD-306

### LENGTH

1 day

### LEVEL

Intermediate / Executive

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Managing Multiple Priorities & Personal Productivity

Half-day or 1 day

LD-307

## Description

A practical productivity workshop that helps participants bring order to competing priorities, commitments, meetings, projects, and daily work. The course integrates proven methods for prioritization, planning, focus, and follow-through.

## Best For

Professionals, managers, project leads, and teams balancing competing priorities.

## Learning Outcomes

- Clarify commitments, priorities, and decision criteria.
- Use time-blocking, task capture, and prioritization methods.
- Reduce overload caused by unclear expectations and reactive work.
- Improve meeting discipline and follow-through.
- Build a weekly planning and review routine.

## Practical Tools & Takeaways

Priority matrix; Weekly review template; Time-blocking worksheet; Action tracker.

## Course Details

### COURSE ID

LD-307

### LENGTH

Half-day or 1 day

### LEVEL

Professional / Manager

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Change Leadership & Stakeholder Engagement

1 day

LD-308

## Description

A practical workshop on leading change through people, not just plans. Participants learn how to assess stakeholder impact, communicate the case for change, manage resistance, build commitment, and support adoption.

## Best For

Managers, project leaders, sponsors, change agents, and professionals responsible for implementation.

## Learning Outcomes

- Explain why change initiatives often struggle during implementation.
- Map stakeholders, impacts, readiness, and resistance.
- Develop practical communication and engagement strategies.
- Support behavior change, adoption, and reinforcement.
- Create a change action plan tied to project outcomes.

## Practical Tools & Takeaways

Stakeholder impact map; Change readiness assessment; Communication roadmap; Adoption checklist.

## Course Details

### COURSE ID

LD-308

### LENGTH

1 day

### LEVEL

Manager / Leader

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

**360 Degrees Management Consulting**

# AI, Productivity & Modern Work

Practical AI, modern productivity, better meetings, planning, decision support, and execution routines.

**Practical capability. Better execution. Measurable results.**

# AI Without the Hype

Half-day or 1 day

AI-401

## Description

A practical, jargon-free workshop that helps leaders and professionals understand where generative AI can add value, where it creates risk, and how to use it as a tool for stronger thinking rather than a substitute for judgment.

## Best For

Executives, managers, project leaders, knowledge workers, and teams trying to understand practical generative AI use.

## Learning Outcomes

- Explain practical generative AI use cases and limitations.
- Identify work activities where AI can improve speed, clarity, analysis, or communication.
- Recognize risks related to accuracy, confidentiality, bias, and overreliance.
- Develop better prompts and review practices.
- Create a practical AI adoption plan for individual or team use.

## Practical Tools & Takeaways

AI use case map; Prompting guide; Risk checklist; AI adoption canvas.

## Course Details

### COURSE ID

AI-401

### LENGTH

Half-day or 1 day

### LEVEL

Foundational / Executive

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# AI for Managers & Teams

1 day

AI-402

## Description

A hands-on workshop for managers and teams who want to use AI responsibly to improve planning, communication, analysis, problem-solving, and follow-through. The course emphasizes judgment, review, and practical application.

## Best For

Managers, team leaders, supervisors, PMs, analysts, and cross-functional teams.

## Learning Outcomes

- Identify management and team workflows where AI can support better outcomes.
- Use AI to draft, analyze, summarize, plan, and prepare decisions.
- Apply quality checks to AI-generated outputs.
- Create team norms for responsible AI use.
- Build a personal or team AI playbook.

## Practical Tools & Takeaways

Manager prompt library; AI review checklist; Team norms template; Workflow improvement canvas.

## Course Details

### COURSE ID

AI-402

### LENGTH

1 day

### LEVEL

Manager / Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

Basic comfort with digital tools

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Practical AI for Project Leaders

**1 day**
**AI-403**

## Description

A focused workshop on using generative AI to improve project planning, stakeholder communication, risk thinking, meeting preparation, decision support, and performance reporting while maintaining professional judgment and accountability.

## Best For

Project managers, program managers, PMO teams, product owners, analysts, and delivery leaders.

## Learning Outcomes

- Use AI to support project charters, stakeholder analysis, risks, communications, and status reporting.
- Develop better prompts for project planning and decision support.
- Review AI outputs for accuracy, completeness, and risk.
- Use AI to improve meeting preparation and follow-up.
- Create a practical AI project workflow.

## Practical Tools & Takeaways

Project prompt library; Risk prompt set; Status report assistant template; AI review checklist.

## Course Details

### COURSE ID

**AI-403**

### LENGTH

**1 day**

### LEVEL

Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

Basic project management knowledge helpful

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# AI for Productivity, Planning & Decision Support

Half-day or 1 day

AI-404

## Description

A practical productivity workshop focused on using AI to organize work, clarify priorities, draft communications, synthesize information, compare options, and improve decision preparation.

## Best For

Professionals, managers, analysts, consultants, and teams looking for immediate productivity gains.

## Learning Outcomes

- Use AI to structure messy information and clarify next steps.
- Draft and refine emails, plans, summaries, agendas, and reports.
- Compare options and prepare decision briefs.
- Create reusable prompts for recurring work.
- Build habits for responsible review and quality control.

## Practical Tools & Takeaways

Productivity prompt pack; Decision brief template; Meeting prep checklist; Quality review guide.

## Course Details

### COURSE ID

AI-404

### LENGTH

Half-day or 1 day

### LEVEL

Professional / Manager

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Meeting Effectiveness & Facilitation

Half-day or 1 day

AI-405

## Description

A workshop on designing, facilitating, and following up on meetings that produce decisions, alignment, accountability, and momentum. The course can include AI-supported note capture, summarization, and follow-up practices where appropriate.

## Best For

Managers, team leads, project managers, facilitators, and teams seeking better meetings and follow-through.

## Learning Outcomes

- Identify meeting types and match agendas to outcomes.
- Design meetings that clarify decisions, actions, and accountability.
- Facilitate participation, focus, and constructive discussion.
- Use follow-up routines to improve execution.
- Apply AI responsibly to support summaries and action tracking.

## Practical Tools & Takeaways

Meeting design canvas; Agenda templates; Facilitation checklist; Action log; AI meeting prompt set.

## Course Details

### COURSE ID

AI-405

### LENGTH

Half-day or 1 day

### LEVEL

Professional / Manager

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# 360 Productivity Toolkit Workshop

Half-day or 1 day

AI-406

## Description

A practical workshop that integrates proven productivity methods such as capture, prioritization, time-blocking, weekly review, focus routines, Kanban, OKRs, and disciplined follow-through. It can be paired with the 360 productivity tools.

## Best For

Professionals, managers, teams, and leaders who want a practical operating system for personal and team productivity.

## Learning Outcomes

- Capture and organize commitments more reliably.
- Use prioritization methods to focus on high-value work.
- Design daily and weekly routines for execution.
- Use simple visual management to track work.
- Build sustainable habits for focus, planning, and follow-through.

## Practical Tools & Takeaways

Weekly review template; Kanban board; Priority matrix; Focus routine worksheet.

## Course Details

### COURSE ID

AI-406

### LENGTH

Half-day or 1 day

### LEVEL

Professional / Team

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

**360 Degrees Management Consulting**

# **Strategy, Customer Experience & Business Performance**

Strategy execution, OKRs, customer experience, journey mapping, metrics, dashboards, and process design.

**Practical capability. Better execution. Measurable results.**

# Strategic Planning & OKRs

1 day

SC-501

## Description

A practical workshop that helps leaders translate strategy into priorities, measurable objectives, aligned initiatives, and management routines. Participants learn how to clarify strategic choices and connect them to execution.

## Best For

Executives, managers, leadership teams, department heads, and teams responsible for translating strategy into execution.

## Learning Outcomes

- Clarify strategic priorities and desired outcomes.
- Translate strategy into objectives, key results, initiatives, and measures.
- Connect OKRs or goals to operating routines and accountability.
- Identify alignment gaps and competing priorities.
- Develop a practical strategy execution plan.

## Practical Tools & Takeaways

Strategy canvas; OKR worksheet; Initiative prioritization matrix; Execution rhythm template.

## Course Details

### COURSE ID

SC-501

### LENGTH

1 day

### LEVEL

Manager / Executive

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Customer Experience Improvement

1-2 days

SC-502

## Description

A practical workshop on improving customer experience by connecting journey mapping, voice of the customer, service design, operational processes, and improvement action. The emphasis is on making customer experience measurable and actionable.

## Best For

Customer-facing leaders, service teams, process owners, product teams, operations managers, and CX professionals.

## Learning Outcomes

- Identify key customer segments, moments of truth, and pain points.
- Map the current customer journey and internal process touchpoints.
- Use feedback to identify root causes and improvement priorities.
- Design better service experiences and operating routines.
- Create an implementation roadmap and measures.

## Practical Tools & Takeaways

Customer journey map; VOC analysis worksheet; Pain point prioritization grid; CX improvement roadmap.

## Course Details

### COURSE ID

SC-502

### LENGTH

1-2 days

### LEVEL

Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Journey Mapping & Voice of the Customer

1 day

SC-503

## Description

A focused workshop on capturing customer perspective and translating feedback into useful insights. Participants learn how to build journey maps, identify touchpoints, interpret customer signals, and convert insights into action.

## Best For

CX teams, service managers, product owners, operations teams, and improvement professionals.

## Learning Outcomes

- Define customer personas, needs, expectations, and touchpoints.
- Develop a current-state journey map.
- Analyze feedback, complaints, surveys, and service data.
- Identify moments that drive satisfaction, friction, or loyalty.
- Prioritize experience improvements.

## Practical Tools & Takeaways

Journey map template; VOC capture guide; Touchpoint inventory; Improvement prioritization tool.

## Course Details

### COURSE ID

SC-503

### LENGTH

1 day

### LEVEL

Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Performance Metrics & Dashboards

1 day

SC-504

## Description

A workshop on selecting, designing, and using metrics that drive better decisions. Participants learn how to avoid vanity metrics, connect measures to strategy, and build simple dashboards that show performance, risk, and action.

## Best For

Managers, analysts, operations leaders, PMO teams, executives, and teams responsible for performance reporting.

## Learning Outcomes

- Connect metrics to strategy, outcomes, and operating decisions.
- Distinguish leading, lagging, activity, quality, and outcome measures.
- Design dashboards that improve visibility and accountability.
- Identify common measurement traps and unintended consequences.
- Create a practical performance review rhythm.

## Practical Tools & Takeaways

Metrics inventory; Dashboard design worksheet; KPI/OKR alignment map; Performance review agenda.

## Course Details

### COURSE ID

SC-504

### LENGTH

1 day

### LEVEL

Manager / Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Data Visualization for Leaders

1-2 days

SC-505

## Description

A practical workshop on communicating data in a way that improves understanding and decision-making. Participants learn how to select the right visual, reduce clutter, tell the story, and design more useful charts and dashboards.

## Best For

Managers, analysts, project leaders, consultants, and professionals who need to communicate data clearly.

## Learning Outcomes

- Match visuals to the question, audience, and decision.
- Avoid common charting and dashboard mistakes.
- Use design principles to improve clarity and credibility.
- Build narratives around data without overstating conclusions.
- Create a simple executive-ready visual or dashboard.

## Practical Tools & Takeaways

Chart selection guide; Dashboard critique checklist; Data storytelling template; Before/after redesign exercise.

## Course Details

### COURSE ID

SC-505

### LENGTH

1-2 days

### LEVEL

Professional / Manager

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

Basic spreadsheet comfort helpful

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Business Process Design

**1 day**
**SC-506**

## Description

A practical workshop for designing better business processes. Participants learn how to clarify purpose, customer needs, inputs, outputs, roles, decisions, controls, and measures before implementing or automating work.

## Best For

Managers, analysts, operations leaders, service teams, transformation teams, and process owners.

## Learning Outcomes

- Define process purpose, customers, inputs, outputs, and constraints.
- Map current and future-state processes.
- Identify decision points, handoffs, controls, and failure modes.
- Design practical processes that support consistency and scale.
- Create implementation and sustainment plans.

## Practical Tools & Takeaways

Process design canvas; RACI; Control point checklist; Implementation roadmap.

## Course Details

### COURSE ID

**SC-506**

### LENGTH

**1 day**

### LEVEL

Practitioner

### PUBLIC COURSES

Yes

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

**360 Degrees Management Consulting**

# Industry-Tailored Corporate Programs

Industry-tailored project, program, risk, vendor, and technology performance workshops for corporate environments.

**Practical capability. Better execution. Measurable results.**

# Industry Project & Program Management Essentials

1-2 days

IC-601



## Description

A practical project and program management workshop tailored to industry and corporate environments. Participants learn how to connect business outcomes, stakeholder expectations, requirements, risk, resources, and delivery discipline.

## Best For

Project teams, program leaders, operations managers, functional leaders, analysts, and professionals supporting complex business initiatives.

## Learning Outcomes

- Explain project and program management in a business performance context.
- Clarify requirements, stakeholders, governance, and vendor and delivery interfaces.
- Use practical planning, risk, communication, and performance tools.
- Improve coordination across program, business, technical, vendor, and leadership teams.
- Create an action plan for better project execution.

## Practical Tools & Takeaways

Program canvas; Stakeholder map; Risk register; Business outcome alignment worksheet.

## Course Details

### COURSE ID

IC-601

### LENGTH

1-2 days

### LEVEL

Foundational / Practitioner

### PUBLIC COURSES

Selective cohort

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Risk, Performance & Portfolio Reporting for Complex Initiatives

1 day

IC-602

## Description

A practical workshop on integrating risk, performance measures, schedule/cost visibility, portfolio signals, and executive reporting for complex business initiatives. Participants learn how to interpret project health and support better decisions.

## Best For

Project and program teams, PMOs, portfolio teams, operations leaders, analysts, and managers supporting complex initiatives.

## Learning Outcomes

- Connect risk, schedule, cost, scope, and performance information.
- Interpret core earned value and performance indicators.
- Identify warning signs in reports and dashboards.
- Use performance information to support corrective action.
- Communicate project health to leaders and stakeholders.

## Practical Tools & Takeaways

Risk/performance dashboard; Performance indicators quick reference; Corrective action template; Executive reporting guide.

## Course Details

### COURSE ID

IC-602

### LENGTH

1 day

### LEVEL

Intermediate

### PUBLIC COURSES

Selective cohort

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

Basic project management knowledge helpful

### CREDENTIAL

Certificate of Completion

## Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Vendor & Contract Performance for Project Leaders

1 day

IC-603



## Description

A practical orientation to vendor, partner, and contract performance concepts for professionals who are not contract specialists but must work effectively with suppliers, service providers, requirements, agreements, and performance expectations.

## Best For

Project managers, program managers, technical leads, operations managers, service owners, and professionals who work with vendors, partners, or contracted services.

## Learning Outcomes

- Explain key vendor management and contract management concepts in plain language.
- Clarify roles between program, vendor management, contract management, and vendor teams.
- Improve requirements definition and vendor engagement readiness.
- Recognize common contract performance and communication issues.
- Support better planning, oversight, and documentation.

## Practical Tools & Takeaways

Vendor role map; Requirements checklist; Vendor engagement planner; Performance oversight guide.

## Course Details

### COURSE ID

IC-603

### LENGTH

1 day

### LEVEL

Foundational / Intermediate

### PUBLIC COURSES

Selective cohort

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

None

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Technology Initiative Governance & Performance Assurance

1-2 days

IC-604

## Description

A practical workshop on managing technology initiatives where delivery, security, performance, architecture, governance, vendor coordination, and stakeholder expectations must be aligned. The course helps non-technical and technical leaders communicate and manage risk more effectively.

## Best For

Technology project managers, program managers, product owners, business owners, operations leaders, and managers overseeing technology initiatives.

## Learning Outcomes

- Identify key IT project success factors and governance concerns.
- Connect requirements, architecture, security, performance, and delivery planning.
- Recognize common IT project risks and oversight issues.
- Improve communication between business, technical, and leadership stakeholders.
- Develop practical monitoring and assurance routines.

## Practical Tools & Takeaways

IT project risk checklist; Governance map; Security/performance planning prompts; Stakeholder briefing template.

## Course Details

### COURSE ID

IC-604

### LENGTH

1-2 days

### LEVEL

Intermediate

### PUBLIC COURSES

Selective cohort

### CORPORATE DELIVERY

Yes

### MODALITY

In-person, virtual, or blended

### PREREQUISITES

Basic project or IT project experience helpful

### CREDENTIAL

Certificate of Completion

### Customization

Examples, exercises, templates, and case studies can be adapted to your organization, industry, audience, and goals.

# Customized Corporate Training

Corporate workshops can be customized around your organization's goals, audience, industry, performance challenges, operating model, customer experience, and current initiatives. A course can be delivered as a one-time workshop or expanded into a learning journey with assignments, coaching, application projects, and implementation support. Industry-tailored versions are available for organizations that want project, risk, vendor, technology, leadership, or operational performance training adapted to their sector, terminology, examples, and current business priorities.

<p><b>Discovery &amp; Design</b></p> <p>Clarify audience needs, business goals, desired outcomes, examples, constraints, and success measures.</p>	<p><b>Customization</b></p> <p>Adapt exercises, cases, templates, terminology, scenarios, and tools to the organization's context.</p>
<p><b>Delivery</b></p> <p>Facilitate practical learning with discussion, exercises, simulations, group work, and real workplace application.</p>	<p><b>Application &amp; Follow-Through</b></p> <p>Support action planning, project work, coaching, progress reviews, and sustainment where needed.</p>

## Certification and Credentialing Notes

- Lean Six Sigma programs include a 360 Degrees Certificate of Completion. Third-party certification pathways can be supported when requested, but external credentials are controlled by the respective certification bodies.
- PMP/CAPM readiness programs are designed to strengthen exam readiness and project management capability. They should not be represented as PMI Authorized Training unless a separate written agreement confirms that status.
- Course lengths may be adjusted for corporate audiences based on goals, audience experience, customization needs, and desired depth.

# Ready to build practical capability?

Contact 360 Degrees Management Consulting to discuss public course availability, corporate workshops, custom training, or a tailored learning journey for your team.

**Website:** [www.360degreesconsultants.org](http://www.360degreesconsultants.org)

**Email:** [info@360degreesconsultants.org](mailto:info@360degreesconsultants.org)

**360 Degrees Management Consulting**