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BACK **Effective Change & Client Management**

Keeping Software Development Projects on Track

The company specialises in the delivery of high integrity, software engineering services.

With clients predominantly in the aerospace, defence, rail, automotive, gas turbines and energy markets, the company delivers its services through a network of world class development centres.

The company engages with its customers to manage and execute complex projects. It identified that its responses to change and client management issues were critical areas for improvement to reduce the impact of change on the cost and profitability of each project.

The company engaged The Development Company to deliver a tailored development programme for account managers, project managers and development team leaders.

The objectives of the programme were for the delegates to:

- Share experiences of change and client management
- Explore a range of tools and techniques that have a direct and practical application in a project management environment
- Develop a pragmatic response to dealing with change requests and ensuring that all client requests are processed with an appropriate commercial focus
- Learn how change requests can be valuable opportunities to develop stronger working relationship with the client
- Understand the strengths and weaknesses of their respective approaches to this specific aspect of project and client management
- Identify the critical incidents that require a responsive and resilient approach to dealing with change requests and client management

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- Establish a commitment and corresponding action plan to transfer the key principles and learning points to their roles

The two day course was highly interactive with a focus on transferring practical skills that could be used in a project management environment to manage change and the client.

Topics covered included:

- Identifying different personalities and associated behavioural styles
- Strategies for dealing with individuals with different styles
- Communication techniques e.g. delivering difficult messages
- Negotiation techniques
- Stakeholder management, communication and influencing
- Managing change, identifying and communicating the true impact and cost of change
- Skills practice

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