

# EXCELLENCE IN PROJECT OFFICE LEADERSHIP



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TRAINING CENTER



## Introduction

Excellence in Project Office Leadership develops the capability to run a Project Management Office that genuinely improves delivery rather than adding bureaucracy. A PMO succeeds when it offers clear standards, useful data, and practical support; it fails when it becomes a reporting layer that project teams work around. This Excellence in Project Office Leadership Training Course builds the leadership and technical judgement a PMO head needs. Participants examine PMO models, governance design, portfolio management, delivery assurance, standards such as PMBOK and PRINCE2, and maturity assessment. Furthermore, the course covers resource management, benefits tracking, and stakeholder influence across the organisation. It also addresses how to build a PMO that earns credibility. As a result, participants leave able to lead a project office that is trusted and used.

## Excellence in Project Office Leadership Course Objectives

- Select the right PMO model using the PMO maturity and typology frameworks.
- Design governance structures with clear decision rights and reporting lines.
- Build portfolio management processes for selection, prioritisation, and balancing.
- Apply delivery assurance methods including stage-gate and health checks.
- Align PMO standards with PMBOK, PRINCE2, and Agile practice.
- Assess organisational project management maturity using models such as OPM3.
- Manage resource capacity, allocation, and demand forecasting.
- Track and report benefits realisation against the business case.
- Build dashboards and reporting that support decisions, not just compliance.
- Lead PMO change, stakeholder influence, and team capability development.



## Course Methodology

The course applies interactive, practice-based methods:

- Facilitated workshops on live PMO leadership challenges.
- Case studies of effective and failing PMOs.
- Hands-on portfolio prioritisation and maturity assessment exercises.
- Simulation of governance meetings and delivery assurance reviews.
- Group work on PMO charters, dashboards, and standards.
- Action planning that converts each framework into a PMO commitment.

## Who Should Take This Course

- PMO directors, managers, and leads.
- Portfolio and program office staff.
- Senior project and program managers.
- Governance, assurance, and quality professionals.
- Business and portfolio analysts.
- Executives sponsoring a PMO function.

## Excellence in Project Office Leadership Course Outlines

### Day 1: Foundations of PMO Leadership

- Defining the PMO and its different organisational roles.
- Reviewing PMO typologies: supportive, controlling, and directive.
- Understanding the PMO value proposition and credibility drivers.
- Examining PMO maturity models and development stages.

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- Assessing your PMO's current position and reputation.
- Identifying which services your organisation actually needs.
- Defining your PMO leadership priorities.

## Day 2: Governance, Charter, and Assurance

- Designing governance with boards, sponsors, and decision rights.
- Writing a PMO charter with mandate, scope, and services.
- Applying stage-gate and phase review assurance.
- Running project health checks and delivery reviews.
- Managing escalations and exception reporting.
- Aligning governance with PMBOK and PRINCE2 practice.
- Drafting a PMO charter and governance framework.

## Day 3: Portfolio Management and Prioritisation

- Building portfolio selection criteria and scoring models.
- Applying prioritisation frameworks and balancing approaches.
- Managing portfolio risk, dependencies, and resource conflicts.
- Linking portfolio decisions to strategy and investment.
- Assessing organisational project management maturity with OPM3.
- Reviewing portfolio performance and rebalancing.
- Building a portfolio prioritisation model.

## Day 4: Standards, Methods, and Resource Management

- Selecting methodology: predictive, agile, and hybrid delivery.



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- Building templates, tools, and stage plans that teams accept.
- Aligning standards with PMBOK, PRINCE2, and Agile frameworks.
- Managing resource capacity, allocation, and demand forecasting.
- Building skills frameworks and PM career pathways.
- Applying lessons learned and knowledge management.
- Designing a standards and capability plan.

## Day 5: Reporting, Benefits, and PMO Influence

- Designing dashboards with meaningful leading and lagging indicators.
- Tracking benefits realisation against business cases.
- Reporting to executives, boards, and audit functions.
- Influencing stakeholders and overcoming PMO resistance.
- Building PMO capability and continuous improvement.
- Measuring PMO value and demonstrating return.
- Finalizing a personal PMO leadership action plan.

## Conclusion

By successfully completing Excellence in Project Office Leadership, participants will have acquired practical knowledge of PMO models, governance and assurance, portfolio management, standards and resource management, and benefits reporting. They will have gained skills in PMO governance design, portfolio prioritisation and management, delivery assurance, and benefits tracking with executive reporting, plus a personal action plan. Gentex Training Center designed this program to help PMO leaders build functions that organisations rely on.





## FAQs

### Q1 What is the "Excellence in Project Office Leadership" course about?

It develops the leadership and technical skill needed to run a PMO. Participants study PMO models, governance and assurance, portfolio prioritisation, methodology standards, resource management, benefits tracking, and executive reporting.

### Q2 What are the key benefits of the "Excellence in Project Office Leadership" course?

Participants gain a clearer PMO mandate, stronger governance, and better portfolio decisions. Organisations also see fewer failing projects, more reliable resource allocation, faster escalation of issues, and reporting that supports decisions instead of adding paperwork.

### Q3 What skills will I gain from the "Excellence in Project Office Leadership" course?

You will develop four core skills: PMO governance design and delivery assurance, portfolio prioritisation and management, standards and resource management, and benefits tracking with executive reporting.



## Q4 What tools, methods, or standards are covered in the "Excellence in Project Office Leadership" course?

The course covers PMO typologies and maturity models, PMO charters and governance frameworks, stage-gate and phase reviews, project health checks, PMBOK and PRINCE2 practice, Agile and hybrid delivery, the OPM3 maturity model, portfolio scoring and prioritisation models, resource capacity and demand forecasting, dashboards with leading and lagging indicators, and benefits realisation tracking.

## Q5 How is the "Excellence in Project Office Leadership" course applied in real-world practice?

Participants apply the methods to live PMO tasks, such as writing a PMO charter, building a prioritisation model, running a delivery assurance review, designing a portfolio dashboard, and reporting benefits to an executive board. Each module ends with an action commitment, so learning transfers directly into PMO leadership.