

## COURSE OVERVIEW PM0037

### The Evolving PMO: Governance, Portfolio Management, Resource Optimization and Performance Measurement

#### Course Title

The Evolving PMO: Governance, Portfolio Management, Resource Optimization and Performance Measurement

#### Course Date/Venue

Session 1: June 22-26, 2025/Tamra Meeting Room,  
Al Bandar Rotana Creek, Dubai, UAE

Session 2: September 07-11, 2025/Meeting Plus 9,  
City Centre Rotana, Doha, Qatar



#### Course Reference

PM0037

#### Course Duration/Credits

Five Days/3.0 CEUs/30 PDHS



#### Course Description



***This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.***

This course is designed to provide participants with a detailed and up-to-date overview of Evolving PMO: Governance, Portfolio Management, Resource Optimization and Performance Measurement. It covers the latest research findings in the field of PMOs and its role in regulating and prioritizing business demands; selecting, prioritizing and managing projects in line with organizational objectives; and articulating the value of a PMO, addressing common concerns and engaging with key stakeholders critical for PMO success.



Further, the course will also discuss the governance structures, roles, responsibilities and decision-making processes for the PMO; establishing KPIs, metrics and benchmarks to evaluate project and portfolio success; aligning projects with organizational strategy and evaluating and selecting new projects based on set criteria; the effective communication and reporting strategies to keep stakeholders informed; and the techniques and tools for maximizing the use of available resources, strategies for handling organizational change and project alignment with evolving business objectives.



During this interactive course, participants will learn the resource management, resource allocation strategies and key performance indicators (KPIs); managing resource conflicts by addressing resource contention and overallocation; the PMO best practices and developing a roadmap for attendees to implement learnings and evolve their PMOs; the innovations, emerging tools and methodologies shaping the world of project management; incorporating agile and hybrid methodologies; emphasizing the importance of feedback and iterative improvements; and building a PMO community.

### **Course Objectives**

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on the evolving Project Management Office (PMO) covering governance, portfolio management, resource optimization and performance measurement
- Discuss the latest research findings in the field of PMOs and its role in regulating and prioritizing business demands
- Select, prioritize and manage projects in line with organizational objectives
- Articulate the value of a PMO, address common concerns and engage with key stakeholders critical for PMO success
- Define governance structures, roles, responsibilities and decision-making processes for the PMO
- Establish KPIs, metrics and benchmarks to evaluate project and portfolio success
- Apply portfolio management by aligning projects with organizational strategy
- Evaluate and select new projects based on set criteria, balance the portfolio and apply effective communication and reporting strategies to keep stakeholders informed
- Employ techniques and tools for maximizing the use of available resources, strategies for handling organizational change and project alignment with evolving business objectives
- Carryout resource management, resource allocation strategies and key performance indicators (KPIs)
- Manage resource conflicts by addressing resource contention and overallocation
- Implement PMO best practices and develop a roadmap for attendees to implement learnings and evolve their PMOs
- Recognize the innovations, emerging tools and methodologies shaping the world of project management
- Incorporate agile and hybrid methodologies, emphasize the importance of feedback and iterative improvements and build a PMO community

### **PMI Recognition of Haward Courses**

The Project Management Institute (**PMI**) recognizes Haward's Certificates and Continuing Education Units (CEUs).

The recognition and acceptance of our PDUs/CEUs fall under Categories E, F and G of PMI's "Professional Education" section at the PMP Application. Hence, what the delegates simply need to do is to complete this section as part of the PMP Application and submit it to PMI upon the receipt of Haward's certificates and ANSI/IACET's CEUs. PMI will automatically accept the delegates with 24 Contract Honors as a fulfillment of the required Professional Education.

**Haward Technology**, being the first **Authorized Provider** of the International Association for Continuing Education & Training (**IACET-USA**) in the Middle East, is authorized to award ANSI/IACET **CEUs** that are automatically accepted and recognized by the Project Management Institute (**PMI**).

### **Exclusive Smart Training Kit - H-STK®**



*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

### **Who Should Attend**

This course provides an overview of all significant aspect and considerations of the evolving Project Management Office (PMO) covering governance, portfolio management, resource optimization and performance measurement for project managers, PMO leaders, portfolio managers, executives and senior leaders, resource managers, business analysts, change managers and those who are involved in project management and organizational leadership.

### **Training Methodology**

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.




### **Course Certificate(s)**


Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### **Certificate Accreditations**

Certificates are accredited by the following international accreditation organizations: -

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

### **Accommodation**

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.



### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Dr. Chris Le Roux**, PhD, MSc, BSc, PMI-PMP, PMI-CAPM is a **Senior Project & Management Consultant** with over **30 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling & Control, Project Management, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Project Risk Management, Risk Identification Tools & Techniques, Project Life Cycle, Project Stakeholder & Governance, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Leadership Orientation Programme, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDGP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the VMedu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

### Course Fees

Dubai	<b>US\$ 5,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Howard Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Doha	<b>US\$ 6,000</b> per Delegate. This rate includes H-STK® (Howard Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

#### **Day 1**

0730 – 0800	<i>Registration &amp; Coffee</i>
0800 – 0815	<i>Welcome &amp; Introduction</i>
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Course Overview &amp; Current Research:</b> An Introduction to the Scope & Objectives of the Course & the Latest Research Findings in the Field of PMOs
0930 – 0945	<i>Break</i>
0945 – 1030	<b>The PMO as the Demand Management Office:</b> Understanding the PMO's Role in Regulating & Prioritizing Business Demands
1030 – 1230	<b>Portfolio Management:</b> In-Depth Look at the Selection, Prioritization & Management of Projects in Line with Organizational Objectives
1230 – 1245	<i>Break</i>
1245 – 1420	<b>Introduction &amp; Overview of the PMO:</b> History, Definitions & Types of PMOs
1420 – 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day One</i>

#### **Day 2**

0730 – 0930	<b>Benefits &amp; Challenges of a PMO:</b> How to Articulate the Value of a PMO & Address Common Concerns
0930 – 0945	<i>Break</i>
0945 – 1100	<b>Stakeholder Management:</b> Identifying & Engaging with Key Stakeholders Critical for PMO Success
1100 – 1215	<b>Governance:</b> Define Governance Structures, Roles, Responsibilities & Decision-Making Processes for the PMO
1215 – 1230	<i>Break</i>
1230 – 1330	<b>Performance Measurement:</b> Establishing KPIs, Metrics & Benchmarks to Evaluate Project & Portfolio Success
1330 – 1420	<b>Introduction to Portfolio Management:</b> Deep Dive into Aligning Projects with Organizational Strategy
1420 – 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Two</i>

### Day 3

0730 – 0930	<b>Project Intake Process:</b> Evaluating & Selecting New Projects Based on Set Criteria
0930 – 0945	Break
0945 – 1100	<b>Balancing the Portfolio:</b> Considerations such as Risk Vs. Reward & Strategic Alignment
1100 – 1215	<b>Portfolio Reporting:</b> Effective Communication & Reporting Strategies to Keep Stakeholders Informed
1215 – 1230	Break
1230 – 1330	<b>Resource Optimization:</b> Techniques & Tools for Maximizing the Use of Available Resources, Ensuring the Right Fit for each Project
1330 – 1420	<b>Change Management:</b> Strategies for Handling Organizational Change & Ensuring Project Alignment with Evolving Business Objectives
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Three

### Day 4

0730 – 0930	<b>Resource Management Essentials:</b> Role Definitions, Skills Inventory & Capacity Analysis
0930 – 0945	Break
0945 – 1100	<b>Resource Allocation Strategies:</b> Best Practices for Distributing Resources Across Various Projects
1100 – 1215	<b>Understanding Key Performance Indicators (KPIs):</b> How to Select & Interpret KPIs Effectively
1215 – 1230	Break
1230 – 1330	<b>Managing Resource Conflicts:</b> Addressing Resource Contention & Overallocation
1330 – 1420	<b>PMO Best Practices:</b> Highlighting Tried & True Methodologies & Strategies that Lead to PMO Success
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Four

### Day 5

0730 – 0830	<b>A Plan of Action:</b> Developing a Roadmap for Attendees to Implement Learnings & Evolve Their PMOs
0830 – 0900	<b>The Future of the PMO:</b> Innovations, Emerging Tools & Methodologies Shaping the World of Project Management
0900 – 0915	Break
0915 – 1100	<b>Incorporating Agile &amp; Hybrid Methodologies:</b> Keeping the PMO Flexible & Adaptable in a Changing Environment
1100 – 1230	<b>Lessons Learned &amp; Continuous Improvement:</b> Emphasizing the Importance of Feedback & Iterative Improvements
1230 – 1245	Break
1245 – 1345	<b>Building a PMO Community:</b> Encouraging Networking, Knowledge Sharing & Continued Learning
1345 – 1400	<b>Course Conclusion</b>
1400 – 1415	<b>POST-TEST</b>
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course





## Simulator (Hands-on Practical Sessions)

Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using the “Mindview Software” and “Raidlog Simulator”.

The screenshot displays the Mindview Software interface. At the top, there's a menu bar with options like File, Home, Insert, Review, Share, View, Design, and Map View. Below the menu is a toolbar with various icons. The main workspace shows a mind map titled 'Problem Solving' with branches for 'Assessment', 'Planning', 'Measurement', and 'Monitoring'. A red arrow points from the 'Assessment' branch to a word document titled 'PROBLEM SOLVING' in the foreground. The word document contains a table with columns for 'Planning', 'Assessment', 'Measurement', and 'Monitoring'. The 'Planning' section includes a list of tasks: 'Recognize symptoms', 'Set up team', 'Identify main problems', 'Select problem', and 'Measure results'. The 'Assessment' section includes a list of tasks: 'Recognize symptoms', 'Set up team', 'Identify main problems', 'Select problem', and 'Measure results'. The 'Measurement' section includes a list of tasks: 'Recognize symptoms', 'Set up team', 'Identify main problems', 'Select problem', and 'Measure results'. The 'Monitoring' section includes a list of tasks: 'Recognize symptoms', 'Set up team', 'Identify main problems', 'Select problem', and 'Measure results'. The word document is labeled 'Word' at the bottom left. The mind map is labeled 'Mind map' at the bottom right.

**Mindview Software**

The screenshot displays the Raidlog Simulator interface. At the top, there's a menu bar with options like File, Edit, View, Insert, Format, Data, Tools, Extensions, and Help. Below the menu is a toolbar with various icons. The main workspace shows a table titled 'RAID ANALYSIS' with columns for 'RISKS', 'ASSUMPTIONS', 'ISSUES', and 'DEPENDENCIES'. The table contains data for various risk levels: Critical, High, Moderate, Low, and Negligible. Below the 'RAID ANALYSIS' table is a table titled 'RAID LOG' with columns for 'ID', 'Title', 'Description', 'Type', 'Classification', and 'Comments'. The table contains data for various RAID log entries: Example 1, Example 2, Example 3, Example 4, Example 5, Example 6, and Example 7. The interface is labeled 'RAID Log Template + RAID Analysis' at the top left. The 'RAID ANALYSIS' table is labeled 'RAID ANALYSIS' at the top left. The 'RAID LOG' table is labeled 'RAID LOG' at the top left.

**Raidlog Simulator**

## Course Coordinator

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