

International Project Management Department

Challenge

The department of 110 engineers is responsible for engineering and commissioning DCS and I & C system projects with overseas business and consortium partners (primarily in the Middle East). As a result the team is confronted with English in all aspects of the project including :

- ⊕ Effective communication at all stages of the project
- ⊕ Personnel management
- ⊕ Risk and claims management
- ⊕ Multicultural teamwork (often in virtual teams)



Training Targets

- ⊕ Building confidence when working internationally
- ⊕ Improving accuracy and tone of communication with consortium partners, suppliers, and customers
- ⊕ Clear exchange of project information by email and telephone.
- ⊕ Developing and fine-tuning presentation, meeting and negotiation skills

Training Solution

A highly flexible and integrated solution is essential. Unexpected and uncontrollable project demands mean that it is impossible to implement typical training measures. Instead Target operates a multi-tiered solution including:

- ⊕ On-the-job support with emails, often supporting a situation (e.g. supplier performance) from beginning to end.
- ⊕ 1:1 training and coaching, maximizing windows in busy schedules.
- ⊕ Workshops leading on to independent learning (Effective Negotiations, Client-oriented Presentations, Claims Management, Working Across Distances, Influencing across the Matrix).
- ⊕ Integration into teams regarding contract understanding, presentations, and preparation for meetings.
- ⊕ Self-learning modules and e-learning solutions for those working on-site.