

# Lead Customers to Successful Project Outcomes

## Program Overview

- World-class Content
- Online or In person
- 50+ Field-based Actions
- 5 Levels of Certification
- Manager Feedback
- \$600 per Participant
- \$125 per User per Year

## Program Description

Project Management certification programs focus on the generic skills required to manage time, scope and budget. Unfortunately, they do not focus on the skills required to do this in front of a paying customer. The CFPM™ Certification Program teaches project managers to lead customers proactively in a way that identifies and escalates issues before they cause damage to the project's chances of success, rather than after.

## Program Details

CFPM™ Level 1 starts with concepts of customer-facing project leadership. We provide the content necessary to understand how a project should be structured in order to maintain control of the project's direction, customer engagement and margin. At the same time, we ask the participating project managers to put the learned content into action so that they can generate experience. These experiences are then provided to the participants manager for feedback while also acting as the evidence required to award the program's certifications.

CFPM™ Level 2 deepens the knowledge and experience required by the customer-facing project manager with special attention paid to budget control and negotiating capabilities. CFPM™ Level 3 teaches the project manager how to become a master of methodology by identifying how variations in process change the project's journey to success. By learning these nuances the customer-facing project manager can now make field-based decisions on how to lead any project to success regardless of the methodology being used.

 <b>CFPM101</b> CUSTOMER-FACING PROJECT MANAGEMENT		<b>SKILL DEVELOPMENT STAGES</b>			
Level 1	Level 2	Level 3	Level 4	Level 5	
<b>COMPETENCY</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Project Leadership</li> <li>• Level-specific Skill Steps</li> <li>• Content Exam</li> </ul>	<b>DECISIVENESS</b> <ul style="list-style-type: none"> <li>• Commercial Dynamics</li> <li>• Contract Dynamics</li> <li>• Budget Dynamics</li> <li>• Team Communication</li> <li>• Level-specific Skill Steps</li> <li>• Content Exam</li> </ul>	<b>LEADERSHIP</b> <ul style="list-style-type: none"> <li>• Methodology Dynamics</li> <li>• Proactive Dynamics Assessments</li> <li>• Level-specific Skill Steps</li> <li>• Content Exam</li> </ul>	<b>MASTERY</b> <ul style="list-style-type: none"> <li>• Program Skill Steps</li> <li>• Proving a range of project experiences</li> </ul>	<b>MENTORING</b> <ul style="list-style-type: none"> <li>• Recurring Skill Steps</li> <li>• Program Participation</li> <li>• Mentoring Others</li> <li>• Knowledge Acquisition</li> <li>• Knowledge Creation</li> </ul>	

For more information about the CFPM™ program for your team contact us at [info@psprinciples.com](mailto:info@psprinciples.com) or visit our website at [www.psprinciples.com](http://www.psprinciples.com)

# Scalable Business Transformation on a Skill Development Platform

**Level #1 Skill Steps**  
In Progress - 10 Skill Steps  
Level Completion Target: Oct-17-24  
**0% Completed**

- 1. Introduction**  
0 of 1 submitted Status: Required
- 2. Project Dynamics Overview**  
0 of 1 submitted Status: Required
- 3. Project Leadership Dynamics**  
0 of 1 submitted Status: Required
- 4. Engagement Force**  
0 of 1 submitted Status: Required
- 5. eXpectation Force**  
0 of 1 submitted Status: Required
- 6. Consequences & Leverage**  
0 of 1 submitted Status: Required
- 7. Establish & Maintain Leadership**  
0 of 1 submitted Status: Required

## REAL Skill Development

PS Principles utilizes its Skill Development Platform for the ongoing development of the CFPM™ Skill. This platform ensures that participants receive all of the necessary content to consume but also guides them to put that content into action. Each “Skill Step” asks the customer-facing project manager to find a way to use the content in a way that will help guide their current projects to success. The completion of this step creates an experience that the participant captures and sends to their manager.

PS Principles call this process, Learn - Do - Review and it helps each participant use their own experiences as a way to learn the value of the content being provided. This makes the retention rate of a PS Principles provided skill much higher than other forms of learning and development.

With more than 50+ Skill Steps including the giving of recognition and creation of collective wisdom the CFPM™ program leads all participants to become subject matter experts and leaders in their field.

User Details (483 displayed)

Select a Skill	Search Employees Name	Current Level	1	2	3	4	5	6	7	8	9	10	11	12	13	Last Step	Last Log	Target	Award
S-PSPT01: Project Sherpa Cons	Aala, SASANK	2. Decisiveness	N	N	N	N	N	N	N	N	N	N	N	N	N	Mar-28-24	Mar-28-24		PSCC-1
Select a Manager	Abbs, CHAD	3. Leadership	N	N	N	N	N	N	N	N	N	N	N	N	N	Oct-13-23	Oct-13-23		PSCC-2
Filter by Manager...	Abona, SARAH	3. Leadership	N	N	N	N	N	N	N	N	N	N	N	N	Mar-01-22	Mar-01-22		PSCC-2	
Select Groups to Include...	Ackermann, BARBARA	3. Leadership	N	N	N	N	N	N	N	N	N	N	N	N	Sep-06-23	Aug-31-23		PSCC-2	
Legacy PSCC	Adams, MARTINO	5. Mentoring	S	S	S	S	S	S	S	S	S	S	S	S	Sep-03-21	Oct-09-22		PSCC-3	
Digital Enablement	Adolfson, KRISTOFER	1. Competent	N	N	N	N	N	N	N	N	N	N	N	N	None	None		-	
Managed	Aghayere, AUGUSTINE	2. Decisiveness	N	N	N	N	N	N	N	N	N	N	N	N	Jun-01-23	Jun-01-23		PSCC-1	
Field	Agrahari, DIPPENDRA	3. Leadership	N	N	N	N	N	N	N	N	N	N	N	N	Oct-20-21	Oct-20-21		PSCC-2	
ITO	Agustin, JENNIFER	1. Competent	M	M	M	M	M	M	M	M	M	M	M	M	Mar-25-24	Mar-25-24		-	
Award Level Distribution	Alba, MICHAEL	1. Competent	M	M	S	S	S	S	S	S	S	N	N	N	Mar-12-24	Mar-12-24		-	
PSCC-1 = 76.60%	Albano, TODD	2. Decisiveness	N	N	N	N	N	N	N	N	N	N	N	N	Jan-05-24	Jan-05-24		PSCC-1	
PSCC-2 = 37.27%	Alexander, AARON	2. Decisiveness	N	N	N	N	N	N	N	N	N	N	N	N	Dec-13-22	Feb-11-21		PSCC-1	
PSCC-3 = 6.83%	Alexander, QUINN	3. Leadership	N	N	N	N	N	N	N	N	N	N	N	N	Mar-15-24	Mar-15-24		PSCC-2	
	Allen, GARY	3. Leadership	N	N	N	N	N	N	N	N	N	N	N	N	Oct-21-21	Oct-21-21		PSCC-2	
	Allenson, MICHAEL	5. Mentoring	M	N	S	N	N	N	N	N	N	N	N	N	Sep-27-22	Jun-17-21		PSCC-3	
	Alobaadi, ZAID	3. Leadership	N	N	N	N	N	N	N	N	N	N	N	N	Nov-15-21	Nov-15-21		PSCC-2	
	Alonso Gomez, ...	2. Decisiveness	N	N	N	N	N	N	N	N	N	N	N	N	Nov-07-23	Nov-07-23		PSCC-1	
	Alterman, JESSICA	3. Leadership	N	N	N	N	N	N	N	N	N	N	N	N	Sep-12-23	Sep-12-23		PSCC-2	

S-CFPM: Customer-facing Project Management Filter On

**Engagement Dashboard**

30-Day Impact (ROI) Insight - CFPM (S-CFPM)

Saved Rework Hours **\$ 30,770**  
\$ 1,530  
Escalations Avoided **11**  
15 Previous Period

**Program Engagement Measures (last 30 days)**

GENERAL ACTIVITY: 0.7  
MANAGER ENGAGEMENT: 26%  
LEARNER ENGAGEMENT: 0%

Activities per User Managers Active Completed Skill Steps

**Team Activity Trend (last 6 months)**

Activity Rate Across All Teams (last 30 days) Average Actions per Company Team

Activity within My Managers (last 30 days) Total Actions in Each Manager's Team



## Scalable Learning

Scale your skill development by monitoring the learning and development of hundreds or even thousands of people at once. Easily see which teams are engaging in the skill development activities and tie that back to ROI generated from the recognitions the teams are asked to provide. The result is a complete learning experience that has your entire organization participating in a unified framework for success.

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