

PROJECT MANAGEMENT | COURSE BROCHURE

Project Management Office: Design, Governance and Performance

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

This course equips professionals with the skills to design, govern, and enhance the performance of a Project Management Office (PMO). Participants will learn practical frameworks and tools to align PMO functions with organisational strategy and improve project delivery outcomes.

Establishing an effective Project Management Office (PMO) is crucial for organisations aiming to streamline project governance and enhance performance. Many PMOs struggle with unclear roles, ineffective governance structures, and misalignment with strategic objectives, leading to project failures and wasted resources. This course addresses these challenges by providing participants with the knowledge to design a PMO that meets organisational needs, implement robust governance frameworks, and improve project outcomes through effective performance measurement and stakeholder engagement. Participants will also learn to navigate the complexities of project prioritisation, resource allocation, and risk management, ensuring their PMO can adapt to changing business environments and deliver value consistently.
Participants will engage in practical exercises that simulate real-world PMO scenarios, allowing them to develop capabilities in governance frameworks, performance metrics, and stakeholder engagement. By the end of the course, attendees will be equipped to make informed decisions regarding PMO structure, processes, and performance evaluation, ensuring their PMO becomes a valuable asset in achieving strategic goals. They will also learn to justify their PMO initiatives to senior management and align project delivery with organisational objectives. This hands-on approach fosters a deep understanding of the PMO's role in driving project success and organisational effectiveness.

Professional Problems This Course Is Designed to Solve

- Inconsistent project governance across a portfolio.
- Unclear PMO responsibilities and service priorities.
- Reporting that provides limited insight into delivery performance.

Course methodology

The course employs a blend of interactive workshops, case studies, and group discussions to facilitate learning. Participants will work on real-world scenarios to design PMO structures, develop governance frameworks, and create performance measurement tools. Each session culminates in practical outputs, such as governance models and performance dashboards, that participants can apply in their own organisations. Simulations will be used to reinforce learning, enabling participants to practice stakeholder engagement and decision-making in a controlled environment. This approach ensures that participants leave with actionable skills and tools relevant to their PMO roles, ready to implement what they have learned in their workplaces.



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Course objectives

By the end of this course, participants will be able to:
• Design a tailored PMO structure that aligns with organisational strategy and project needs.
• Assess governance frameworks to ensure effective project oversight and compliance.
• Evaluate performance metrics to measure PMO effectiveness and project success.
• Construct a stakeholder engagement plan to enhance PMO communication and collaboration.
• Justify the selection of project management methodologies for PMO implementation based on project types.
• Analyse case studies to identify best practices in PMO governance and performance management.
• Prioritise PMO initiatives based on organisational needs and project demands for strategic alignment.

Target audience

This course is suitable for:
• Project Managers seeking to enhance PMO effectiveness and governance.
• PMO Directors responsible for governance, performance, and strategic alignment.
• Business Analysts involved in project delivery processes and stakeholder engagement.
• Senior Management overseeing project strategy alignment and PMO contributions.

Target competencies

Participants will develop competencies in:
• Developing governance frameworks for PMOs that ensure compliance and oversight.
• Implementing performance measurement systems that track project outcomes effectively.
• Facilitating stakeholder engagement in project management to enhance collaboration.
• Aligning PMO functions with strategic objectives to drive organisational success.
• Analysing project performance data for informed decision-making and improvements.
• Designing PMO structures tailored to organisational needs and project types.

Course outline

Day 1: Foundations of PMO Design

Applied activity: Participants will assess their organisation's current project management landscape and identify gaps that a PMO could address. They will then outline a proposed PMO structure based on their findings, considering stakeholder needs, strategic alignment, and potential resource constraints.
Output: A draft PMO structure proposal that includes roles, responsibilities, and objectives tailored to the organisation.

09:00–09:54	Defining the role and purpose of a PMO in organisations and project environments.



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09:54–10:48	Exploring different PMO models, including supportive, controlling, and directive types.
10:48–11:00	Identifying key stakeholders and their expectations for PMO performance and governance.
11:00–11:30	**Coffee break**
11:30–12:12	Identifying key stakeholders and their expectations for PMO performance and governance. (continued)
12:12–13:06	Assessing organisational readiness for PMO implementation through maturity assessments.
13:06–14:00	Establishing PMO objectives aligned with business strategy and project goals.

Day 2: Governance Frameworks for PMOs

Applied activity: Using a fictional organisation, participants will create a governance framework for the PMO, detailing roles, responsibilities, and decision-making processes. They will also identify potential risks and mitigation strategies, ensuring robust governance that supports project success.
Output: A comprehensive PMO governance framework document that outlines governance structures and processes.

09:00–09:54	Understanding governance principles in project management, including accountability and transparency.
09:54–10:48	Designing governance structures for effective oversight, including roles and responsibilities.
10:48–11:00	Establishing decision-making processes within the PMO to enhance efficiency.
11:00–11:30	**Coffee break**
11:30–12:12	Establishing decision-making processes within the PMO to enhance efficiency. (continued)
12:12–13:06	Creating a risk management framework for project governance and compliance.
13:06–14:00	Developing compliance and reporting standards for the PMO to ensure alignment with organisational policies.

Day 3: Performance Measurement and Metrics

Applied activity: Participants will create a performance dashboard for a fictional PMO, selecting appropriate KPIs and visualisation methods to track progress. They will present their dashboard to peers for feedback, ensuring it meets stakeholder needs and expectations.
Output: A performance dashboard prototype with selected KPIs and visualisation methods for tracking PMO performance.

09:00–09:54	Identifying key performance indicators (KPIs) for PMOs that reflect project success and value delivery.



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09:54–10:48	Developing a performance measurement system for project outcomes, including qualitative and quantitative metrics.
10:48–11:00	Utilising dashboards for performance tracking and reporting to stakeholders.
11:00–11:30	**Coffee break**
11:30–12:12	Utilising dashboards for performance tracking and reporting to stakeholders. (continued)
12:12–13:06	Analysing performance data to drive improvements in project delivery and PMO effectiveness.
13:06–14:00	Benchmarking PMO performance against industry standards to identify areas for enhancement.

Day 4: Stakeholder Engagement and Communication

Applied activity: Participants will develop a stakeholder engagement plan for their PMO, including communication strategies and engagement activities tailored to different stakeholder groups. They will role-play stakeholder interactions to practice their engagement skills, ensuring effective communication.
Output: A stakeholder engagement plan outlining strategies, activities, and communication methods.

09:00–09:54	Mapping stakeholders and understanding their influence on project outcomes and PMO success.
09:54–10:48	Developing a stakeholder engagement strategy for the PMO that addresses communication needs.
10:48–11:00	Creating communication plans to enhance PMO visibility and stakeholder involvement.
11:00–11:30	**Coffee break**
11:30–12:12	Creating communication plans to enhance PMO visibility and stakeholder involvement. (continued)
12:12–13:06	Facilitating stakeholder workshops for feedback and input on PMO initiatives.
13:06–14:00	Managing stakeholder expectations throughout project lifecycles to ensure alignment.

Day 5: Integrated PMO Application

Applied activity: In groups, participants will present a comprehensive PMO proposal that integrates design, governance, and performance strategies, addressing a fictional organisation's needs and securing stakeholder support. They will incorporate feedback from peers to refine their proposals, ensuring alignment with organisational objectives.
Output: A detailed PMO proposal presentation with supporting documentation and a feedback summary.

09:00–09:54	Synthesising PMO design, governance, and performance elements into a cohesive strategy.
09:54–10:48	Applying frameworks to real-world PMO scenarios to address common challenges.
10:48–11:00	Conducting a PMO maturity assessment for improvement and strategic alignment.



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11:00–11:30	**Coffee break**
11:30–12:12	Conducting a PMO maturity assessment for improvement and strategic alignment. (continued)
12:12–13:06	Developing an action plan for PMO implementation and enhancement based on identified needs.
13:06–14:00	Presenting PMO proposals to stakeholders for buy-in and support, incorporating feedback mechanisms.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Singapore Confirmed dates	9 Nov 2026	13 Nov 2026	**£2,820.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.-**
London Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,450.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.-**
Dubai Confirmed dates	7 Dec 2026	11 Dec 2026	**£3,150.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Frankfurt Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,650.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.-**
Kuala Lumpur Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,450.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.-**
Barcelona Confirmed dates	18 Jan 2027	22 Jan 2027	**£2,840.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.-**
Paris Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,860.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.-**
Istanbul Confirmed dates	8 Feb 2027	12 Feb 2027	**£2,650.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.-**
Amsterdam Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,540.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.-**
Singapore Confirmed dates	8 Mar 2027	12 Mar 2027	**£2,820.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.-**
London Confirmed dates	22 Mar 2027	26 Mar 2027	**£2,450.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.-**
Rome Confirmed dates	29 Mar 2027	2 Apr 2027	**£2,450.-**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**£3,150.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.-**
Frankfurt Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,650.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	10 May 2027	14 May 2027	**£1,450.-**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.-**
Vienna Confirmed dates	17 May 2027	21 May 2027	**£2,940.-**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.-**
Paris Confirmed dates	24 May 2027	28 May 2027	**£2,860.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Istanbul Confirmed dates	14 Jun 2027	18 Jun 2027	**£2,650.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.-**
Amsterdam Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,540.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.-**
Singapore Confirmed dates	12 Jul 2027	16 Jul 2027	**£2,820.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.-**
Rome Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
London Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,450.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.-**
Dubai Confirmed dates	9 Aug 2027	13 Aug 2027	**£3,150.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Frankfurt Confirmed dates	23 Aug 2027	27 Aug 2027	**£2,650.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Paris Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,860.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Cape Town Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,890.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,250.-**
Istanbul Confirmed dates	11 Oct 2027	15 Oct 2027	**£2,650.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.-**
Amsterdam Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,540.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**
Singapore Confirmed dates	8 Nov 2027	12 Nov 2027	**£2,820.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Cape Town Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,890.–**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.–**
London Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,450.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.–**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**£3,150.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.–**
Frankfurt Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,650.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.–**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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