



PROJECT MANAGEMENT PLAN

WINTER 2025

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TABLE OF CONTENTS

<u>PROJECT BRIEF</u>	2
<u>PROJECT CHARTER</u>	4
PROJECT SCHEDULE	5
BUDGET	
<u>QUALITY MANAGEMENT</u>	
QUALITY OBJECTIVES & STANDARDS CHECKLIST	6
QUALITY CONTROL CHECKLIST	8
CONTINUOUS IMPROVEMENT STRATEGY	8
METRICS & KPI	9
LEGAL & ETHICAL ISSUE/COMPLIANCE MANAGEMENT	9
<u>PROJECT EXECUTION</u>	
ROLE & RESPONSIBILITIES	10
COMMUNICATION MANAGEMENT/MATRIX	10
HUMAN RESOURCE MANAGEMENT	11
<u>RISK MANAGEMENT</u>	
RISK ANALYSIS	12
RISK MITIGATION	12
CONTINGENCY PLAN	13
<u>APPENDIX</u>	
LEADERSHIP STYLES AND CONFLICT RESOLUTION STRATEGY	14

PROJECT BRIEF

PROJECT NAME: Remote Team Collaboration & Compliance Training

PROJECT MANAGERS: ORIANA G., JAMAIYA V., DENISE A. **PROJECT DATE:** FEB. 11, 2024

EXECUTIVE SUMMARY

Remote work has become a advantageous for organizations, offering lower operational costs, increased employee satisfaction, and a reduced environmental footprint. However, its success is often undermined by communication gaps, workflow misalignment, disengaging compliance training, and cultural insensitivity—leading to decreased efficiency and team cohesion. Our approach delivers interactive, scalable training designed specifically for remote teams. By leveraging digital tools and best practices in instructional design, we equip managers, HR professionals, and employees with the skills needed to enhance communication, foster cultural awareness, and streamline workflows. This initiative integrates compliance training with collaboration strategies, ensuring remote teams remain aligned with company policies while maximizing productivity and engagement.

PROBLEM/OPPORTUNITY STATEMENT

Current methods fail to incorporate collaboration and compliance, resulting in inconsistent outcomes and limited scalability. Remote teams face challenges such as underutilization of digital tools, individual differences (e.g., time zones, digital literacy, and cultural diversity), and disengaging compliance training. There is an opportunity to provide an innovative, unified training program that directly addresses these issues.

ASSUMPTIONS

- Digital tools like Microsoft Teams and Slack will be primary facilitators.
- Learners have basic access to necessary technology and stable internet.
- Stakeholders are committed to supporting the training initiative.

CONSTRAINTS

- Budget and time limits for development and implementation.
- Compliance with accessibility standards (e.g., ADA, WCAG).
- Alignment with diverse cultural and organizational environments.

ALTERNATIVE SOLUTIONS

- Enhanced Collaboration Training: Implementing interactive training modules that focus on best practices for remote communication and teamwork.
- Gamified Compliance Training: Engaging employees through game-based learning to improve compliance retention and application.
- Adaptive Learning Modules: Personalized training paths based on employees' roles, skill levels, and learning preferences.

BENEFITS

- Increased employee engagement and knowledge retention.
- Improved compliance adherence and reduced legal risks.
- Increased efficiency in remote collaboration and productivity
- Scalable training solutions

COSTS

- Development and implementation costs of digital learning platforms.
- Licensing fees for third-party collaboration tools.
- Time investment from HR and leadership for training deployment.

PROJECT BRIEF

PROJECT SCOPE & OBJECTIVES:	KEY STAKEHOLDERS:
- Develop training modules integrating collaboration and compliance. - Address individual differences such as time zones, cultural barriers, and digital proficiency. - Create a prototype with iterative refinement based on feedback. - Develop an implementation plan detailing rollout and risk mitigation strategies.	- Managers/Executives: Approve project goals, monitor progress, and provide feedback. - HR Team: Ensure compliance training content aligns with organizational policies. - IT Department: Support implementation of digital tools. - Content Developers: Design and develop the training modules. - Testers (Team Members): Conduct testing, gather feedback, and report results.

MAIN PROJECT REQUIREMENTS
- Technology: Integration with Microsoft Teams, Slack, and other collaboration platforms. - Content Development: Interactive, gamified, and adaptive learning modules. - Accessibility Compliance: Meeting WCAG and ADA standards. - Multilingual Support: Ensuring training is available in multiple languages to accommodate diverse workforces. - Stakeholder Backing: Support from HR, leadership, and IT teams for smooth implementation. - Assessment Mechanism: Built-in quizzes and performance tracking to measure training effectiveness.

IMPLEMENTATION SCHEDULE:
- Week 1: Define scope, objectives, and stakeholders; initial project charter. - Weeks 2-3: Brainstorm and research solutions; draft training program framework. - Week 4: Refine ideas, finalize framework, and develop prototype. - Week 5: Conduct testing and gather feedback; finalize prototype with revisions. - Week 6: Create implementation and rollout plan. - Week 7: Present final project, complete PMP, and finalize training solution.

RISKS & ISSUES:	DELIVERABLES:	BUDGET & RESOURCES:
- Resistance from employees to digital learning and for communication. - Potential technical barriers in platform integration. - Budget constraints limiting the scope of training development. - Ensuring content remains current with changing regulations and compliance requirements.	- Prototype with stakeholder feedback incorporated. - Training program framework with modules. - Implementation plan. - Final project presentation.	- LMS Subscription (TalentLMS): \$2,388/year - Collaboration Tools (Canva, Google Workspace, Slack): \$275/year - Design Tools (Articulate 360): \$1,500/year - Developer Fees: \$70/hour

PROJECTED COSTS:	PROJECTED ROI:
- Content development: \$60,000 - \$100,000 - Platform Integration: \$20,000 - \$30,000 - Contingency Cost: \$5,000 - Compliance & Legal: \$2800 - 4000 (7 week period)	- Productivity Gains: 10-20% increase in efficiency due to streamlined workflows. - Compliance Improvement: Reduction in compliance violations by 30-40%. - Employee Retention: Estimated decrease in turnover costs due to increased job satisfaction.

PROJECT CHARTER

OBJECTIVE

Specific	Develop an engaging and scalable training program to improve remote team collaboration while ensuring compliance with legal and organizational policies.
Measurable:	Achieve at least an 80% completion rate for training modules with a post-training compliance adherence improvement of 15%.
Achievable:	Utilize tools and frameworks like collaboration platforms (Slack, Google Workspace, Microsoft Teams) and compliance training resources.
Relevant:	Addresses gaps in communication, workflow, and compliance for remote teams.
Time-Bound:	Complete the training program and implementation plan within 7 weeks.

SCOPE

- Develop training (modules) that integrates collaboration and compliance.
- Address individual differences like time zones, cultural barriers, and digital proficiency.
- Prototype creation and iterative refinement based on feedback.
- Implementation plan detailing rollout and risk mitigation strategies.

MAIN STAKEHOLDERS

Managers/Executives:	Approve project goals, monitor progress, and provide feedback.
HR Team:	Ensure compliance training content aligns with organizational policies.
IT Department:	Support implementation of digital tools.
Content Developers:	Design and develop the training modules.
Testers (Team Members):	Conduct testing, gather feedback, and report on results.

MILESTONES	TIMELINE
Project Scope and Objectives Finalized	Week 1
Brainstorming & Ideation	Weeks 2-3
Prototype Development	Week 4
Testing and Feedback Gathering	Week 5
Final Rollout Plan Developed	Week 6
Project Submission & Presentation	Week 7

DELIVERABLES	
☐ Training program framework with modules.	☐ Implementation plan.
☐ Prototype with stakeholder feedback incorporated.	☐ Final project presentation.

ASSUMPTIONS	CONSTRAINTS
Stakeholders will provide timely feedback during testing.	Limited budget
Tools and software required for development are accessible.	Strict 7-week timeline.

PROJECT SCHEDULE		
Week	Key Activity	Deliverable
Week 1	Define scope, objectives, stakeholders	Initial project charter
Week 2	Brainstorm and research solutions	Draft training program framework
Week 3	Refine ideas, finalize framework	Updated framework
Week 4	Develop prototype	First prototype
Week 5	Conduct testing, gather feedback	Finalized prototype with revisions
Week 6	Create implementation plan	Implementation and rollout plan
Week 7	Present final project	Complete PMP and training solution

BUDGET	
EXPENSE	COST
Flate Rate	\$70 hourly
LMS Subscription (TalentLMS)	\$2,388 annually
Collaboration Tools (Canva, Google Workspace, Slack)	\$275 annually
Design Tools (Articulate 360)	\$1,500 annually
Contingency Costs	\$5,000 cap
Compliance & Legal	\$50-70 hourly

QUALITY MANAGEMENT

QUALITY OBJECTIVES & STANDARDS - CHECKLIST

CONTENT DEVELOPMENT CHECKLIST

LEARNING OBJECTIVES & STRUCTURE

- ☒ Clearly defined learning objectives using Bloom's Taxonomy (e.g., Understand, Apply, Evaluate)
- ☒ Content aligns with organizational goals & audience needs
- ☒ Course outline is logically structured (intro, core content, assessments, conclusion)
- ☒ Each module includes clear navigation, estimated completion time, and learning outcomes

INSTRUCTIONAL DESIGN & ENGAGEMENT

- ☒ Content follows ADDIE or Learning Design Thinking principles
- ☒ Mix of text, visuals, videos, and interactive elements for diverse learning styles
- ☒ Includes real-world examples, case studies, or scenarios
- ☒ Opportunities for active learning (quizzes, discussions, projects, simulations)
- ☒ Gamification elements (badges, points, progress tracking) where applicable

CONTENT ACCURACY & QUALITY

- ☒ Information is accurate, relevant and up to date
- ☒ No grammar, spelling, or factual errors
- ☒ Content is culturally sensitive and inclusive (no biased language or examples)
- ☒ Uses consistent tone and terminology across all modules

MULTIMEDIA & GRAPHICS

- ☒ High-quality images, infographics, and animations (not pixelated or stretched)
- ☒ Videos and audio recordings are clear, well-paced, and professionally edited
- ☒ Captions and transcripts are provided for all media

TECHNICAL & USABILITY TESTING CHECKLIST

NAVIGATION & UX/UI

- ☒ Intuitive, user-friendly interface (clear menus, buttons, and progress tracking)
- ☒ Course navigation is consistent across all modules
- ☒ Progress is saved between sessions
- ☒ Back and Next buttons work correctly

PERFORMANCE & COMPATIBILITY

- ☒ Course works smoothly on different devices (Windows, Mac, Android, iOS)
- ☒ Compatible with multiple browsers (Chrome, Firefox, Edge, Safari)
- ☒ Videos, images, and interactive elements load quickly and without glitches

LMS INTEGRATION & TRACKING

- ☒ Learner progress is accurately tracked in the LMS
- ☒ Completion status updates correctly (e.g., percentage complete, pass/fail)
- ☒ Quiz and assessment results are recorded properly

ACCESSIBILITY & COMPLIANCE CHECKLIST	
GENERAL ACCESSIBILITY (WCAG 2.1 & UDL COMPLIANCE) ☒ Text contrast meets accessibility guidelines (minimum 4.5:1 ratio) ☒ Font is legible (14pt or higher) and easy to read (sans-serif recommended) ☒ No reliance on color alone for meaning (e.g., not just red for errors—use labels/icons too) ☒ Alternative text (alt text) for images & diagrams ☒ All videos include closed captions and transcripts ☒ Keyboard navigation is enabled (no mouse required for essential functions)	
CONTENT ADAPTABILITY ☒ Mobile-friendly design (responsive on phones, tablets, and desktops) ☒ No grammar, spelling, or factual errors ☒ Content is culturally sensitive and inclusive (no biased language or examples)	
CONTENT ACCURACY & QUALITY ☒ Information is accurate, relevant and up to date ☒ No grammar, spelling, or factual errors ☒ Content is culturally sensitive and inclusive (no biased language or examples) ☒ Uses consistent tone and terminology across all modules	
COMPLIANCE & LEGAL ☒ SCORM/xAPI compliant (for tracking in LMS) ☒ Intellectual property (IP) rights cleared for third-party images, videos, or references ☒ Data privacy considerations (GDPR, PIPEDA, etc.)	

ASSESSMENT & EVALUATION CHECKLIST	
ASSESSMENT & EVALUATION CHECKLIST ☒ Each module has assessments aligned with learning objectives ☒ Mix of formative (quizzes, activities) and summative (final exams, projects) assessments ☒ Clear instructions on how to complete assignments/tests ☒ Instant feedback on quizzes and interactive activities ☒ Learners can retake quizzes where appropriate	
LEARNER FEEDBACK COLLECTION ☒ Built-in post-course surveys (for learner feedback) ☒ Feedback collected on content clarity, difficulty, engagement, and accessibility ☒ Easy way for learners to report technical issues or ask questions	
DATA & IMPROVEMENT METRICS ☒ LMS analytics provide insights on learner engagement and drop-off points ☒ Course completion rates are tracked ☒ Review cycle scheduled for content updates (e.g., every 6-12 months)	

QUALITY CONTROL - CHECKLIST

PRE-LAUNCH CHECKLIST

PILOT TESTING & REVIEW

- ☒ Course content reviewed and validated by SMEs
- ☒ Internal QA team has reviewed quality objectives & standards checklist
- ☒ Pilot test conducted and test group(sample learners) has provided usability feedback
- ☒ Necessary revisions made based on test feedback

LAUNCH READINESS

- ☒ Technical support team in place and ready for troubleshooting
- ☒ Course announcement & onboarding emails prepared
- ☒ LMS admin trained on how to manage enrollments & reports

DURING COURSE DELIVERY

- ☒ Trainers/instructors/Learning support prepared and trained on course content
- ☒ Technical support team available for troubleshooting
- ☒ Learner attendance and engagement tracking available
- ☒ Mid-course feedback collected and analyzed

AFTER COURSE COMPLETION

- ☒ Post-training assessments completed and analyzed
- ☒ Participant feedback collected and reviewed
- ☒ Course effectiveness measured against KPIs
- ☒ Improvement areas identified and documented
- ☒ Follow-up actions and future course iterations planned

CONTINUOUS IMPROVEMENT STRATEGY

- ☒ Regular learner and instructor feedback surveys conducted and analyzed
- ☒ Review of assessment results and performance trends
- ☒ Correlation of training effectiveness with business outcomes
- ☒ Course materials updated based on latest best practices
- ☒ New learning methodologies integrated
- ☒ Regular LMS and tool updates for usability improvements
- ☒ Implementation of emerging tech for interactive learning
- ☒ Personalized learning paths developed
- ☒ Community-building initiatives (forums, discussion groups)
- ☒ Quarterly or annual course performance reviews
- ☒ Documentation of lessons learned for future iterations

METRICS & KPI

☒ Percentage of participants who finish the course	85% +	
☒ Percentage of learners achieving passing scores	80%+	
☒ Level of participation in training activities	70% +	
☒ Post-training assessment scores over time	75%+	
☒ Impact of training on business outcomes (ROI) - Reduction in compliance violations by 30-40%. - 10-20% increase in efficiency - revenue growth post training - decrease in turnover costs due to increased job satisfaction.		
☒ Participant satisfaction and likelihood to recommend	80%+	

LEGAL & ETHICAL ISSUE/ COMPLIANCE MANAGEMENT

DATA PRIVACY ☒ Ensure compliance with GDPR, HIPAA, and company policies ☒ Secure storage and handling of learner data ☒ Obtain necessary consents for data collection	
ACCESSIBILITY ☒ Follow WCAG (Web Content Accessibility Guidelines) ☒ Provide alternative formats for diverse learning needs ☒ Ensure assistive technology compatibility	
CULTURAL SENSITIVITY ☒ Use diverse case studies and avoid bias in training content ☒ Ensure inclusive language and representation	
POLICY ADHERENCE ☒ Training content reviewed by HR for legal accuracy ☒ Align training policies with company ethics and compliance ☒ Maintain records of compliance reviews and updates	

PROJECT EXECUTION

ROLE	RESPONSIBILITIES
Project Managers	Project Managers: Ensure overall progress and alignment with project goals. Communicates with Stakeholders
Training Manager	Ensures the learning program is delivered successfully.
Instructional Designers	Develop engaging, accessible training content.
IT/Tech/LMS Support	Ensure smooth implementation of digital tools and handles tech setup and platform functionality.
HR Manager	Responsible for compliance, instructor selection, and talent development.
Subject Matter Experts	Provide expert input for content validation.
Quality Assurance	Ensures quality standards are met before deployment.
Stakeholders (Execs)	Kept Informed throughout the project.

COMMUNICATION MANAGEMENT / MATRIX				
Communication Type	Audience	Method	Frequency	Owner
Collaboration/Team Meetings	Project Team	Slack, Google Workspace, Canva	Weekly	Project Managers
Stakeholder Updates	HR, Managers	Email, Zoom, Slack	Biweekly	Project Leads
Training Feedback	Learners, HR	Google Form TalentLMS	After Each Module	Instructional Designers
Risk & Issue Reporting	IT, Project Team	Google Form (Ticketing System)	As Needed	Technical Support

HUMAN RESOURCE MANAGEMENT

R-RESPONSIBLE	A- ACCOUNTABLE	C- CONSULTED	I - INFORMED
PM - PROJECT MANAGER TM - TRAINING MANAGER ID - INSTRUCTIONAL DESIGNER QA - QUALITY ASSURANCE		IT - TECH/LMS SUPPORT SME - SUBJECT MATTER EXPERT HR - HUMAN RESOURCE MANAGER/TEAM SH - OTHER STAKEHOLDERS (EXECs)	

TASK/ DELIVERABLE	PM	TM	ID	QA	IT	SME	HR	SH
Project Planning & Initiation	A	C	C	I	I	C	C	I
Defining Learning Objectives	C	R	A	C	I	R	I	I
Training Content Development	I	C	A	C	C	R	I	I
Compliance & Legal Review	R	C	C	R	I	C	A	I
Quality Assurance & Testing	I	C	R	A	C	C	I	I
Instructor Selection & Training	I	A	C	I	I	C	R	I
Technology Setup & LMS Configuration	I	C	I	R	A	I	I	I
Pilot Testing & Feedback Incorporation	R	C	A	R	C	R	I	I
Course Launch & Deployment	A	R	C	C	R	C	I	I
Monitoring Learner Engagement & Participation	R	A	C	I	R	I	I	I
Assessment & Performance Tracking	C	R	C	A	R	C	I	I
Post-Training Evaluation & Feedback Analysis	A	R	C	R	C	C	I	I
Continuous Improvement & Updates	R	A	C	R	C	C	I	I

RISK MANAGEMENT

RISK ANALYSIS			
Potential Risks	Likelihood	Impact	Risk Level
Scope creep due to evolving stakeholder needs	High	High	High
SME unavailability delaying content creation	Medium	High	High
LMS failure during course launch	Low	High	Medium
Non-compliance with GDPR, HIPAA	Medium	High	High
Low learner engagement	High	Medium	High
Instructor/Support Unpreparedness	Low	High	Medium
Cybersecurity breach of learner data	Low	High	Medium
Poor stakeholder Communication	Medium	Medium	Medium

RISK MITIGATION (PREVENTION)	
Potential Risks	Mitigation Strategy
Scope creep due to evolving stakeholder needs	Define clear objectives and document requirements early. Use a change management process for scope adjustments.
SME unavailability delaying content creation	Identify backup SMEs, pre-schedule SME sessions, and allocate buffer time in the timeline.
LMS failure during course launch	Conduct rigorous platform testing before launch, have IT support on standby, and prepare a backup training delivery method.
Non-compliance with GDPR, HIPAA	Involve legal/compliance teams in content review, implement data encryption and access controls.
Low learner engagement	Include interactive elements (quizzes, gamification), offer incentives for participation, and monitor engagement metrics.
Instructor/Support Unpreparedness	Conduct train-the-trainer sessions and provide facilitator guides.
Cybersecurity breach of learner data	Use secure authentication, conduct periodic security audits, and educate users on safe data practices.
Poor stakeholder communication	Establish a clear communication matrix, schedule regular check-ins, and provide transparent updates.

CONTINGENCY PLAN (RESPONSE STRATEGY)

Potential Risks	Contingency Plan (If Risk Occurs)
Scope creep due to evolving stakeholder needs	Conduct an emergency stakeholder meeting, prioritize critical changes, and adjust the project timeline if necessary.
SME unavailability delaying content creation	Use recorded SME sessions, utilize alternative SMEs, or source externally available content.
LMS failure during course launch	Shift to a backup platform (e.g., Google Classroom, Zoom), provide downloadable materials, and notify participants.
Non-compliance with GDPR, HIPAA	Pause content deployment, correct compliance issues, and retrain teams on compliance requirements.
Low learner engagement	Launch engagement campaigns, introduce discussion forums, and provide personalized learning paths.
Instructor/Support Unpreparedness	Assign a co-instructor, provide last-minute coaching, and offer pre-recorded backup lessons.
Cybersecurity breach of learner data	Isolate affected systems, notify IT security, inform users, and follow the incident response protocol.
Poor stakeholder communication	Initiate emergency communication, provide executive summaries, and host live Q&A sessions for clarity.

APPENDIX

LEADERSHIP STYLES AND CONFLICT RESOLUTION

Jamaiya Valenzuela	Leadership Style: Situational and Transformational Style • Focus of Approach: ◦ Adaptability ◦ Emotional Intelligence ◦ Trust ◦ Communication Conflict Resolution Style: Harvard's Principled Negotiation Strategy and Interest-Based Relational (IBR) Approach 1. Clear Objectives and Establish Ground Rules 2. Active Listening & Empathy 3. Focus on Interest and Maintain Relationship Integrity 4. Collaborative Problem Solving 5. Negotiation and Objectivity 6. Implementation and Follow -Up <u>Visit/Download Full Copy here</u>
Oriana Greene	Leadership Style: Human-Centered Leadership Focus of Approach: • Collaboration • Innovation • Respect • User & Learner-Centered Experience Conflict Resolution Style: Collaborative Conflict Resolution (TKI Model) Focus of Approach: • Perspective-Taking – Understanding different viewpoints • Open Dialogue – Creating a safe space where all perspectives are heard. • Active Listening – Ensuring everyone feel valued and understood. • Empathy & Calmness – Approaching conflict with emotional intelligence. • Mutually Beneficial Solutions – Seeking outcomes that align with shared goals <u>View Full Document Here</u>
Denise Alston	Leadership Style: Transformational Leadership Focus of Approach: • Vision-Oriented Leadership • Team Empowerment & Collaboration • Adaptability & Problem-Solving • Innovation in Learning Design Conflict Resolution Style: Collaborative Conflict Resolution Focus of Approach: • Active Listening – Ensures all perspectives are heard, reduces misunderstandings, and builds trust. • Collaborative Problem-Solving – Encourages brainstorming and shared responsibility for win-win outcomes. • Clear Communication & Expectation Setting – Defines roles, project goals, and feedback processes to prevent misalignment. <u>VIEW FULL DOCUMENT HERE</u>