

Relationship Management in Project Delivery

CPD*
hours **16**

Engineers Australia (EEA) on behalf of Engineers Australia (EA) are proud to present this intensive master class topic on Relationship Management and Project Delivery from the CRC Construction Innovation.

Duration: 2days

Cost: \$1,650 (incl. GST) per person

Adelaide	28-29 October,	Cliftons Adelaide – 80 King William Street	Cancelled
Brisbane	11-12 November,	Cliftons Brisbane – 288 Edward Street	
Melbourne	18-19 November,	Cliftons Melbourne – 440 Collins Street	
Perth	25-26 November,	Cliftons Perth – 191 St George's Terrace	
Sydney	2-3 December,	Cliftons Sydney – 190 & 200 George Street	



CRC Construction Innovation
BUILDING OUR FUTURE

Course Overview

This two-day, industry-relevant workshop focuses on breaking down traditional 'adversarial' environments that many projects endure, replacing it with fresh knowledge and skills that will guide the implementation of strong collaborative relationship management approaches. An interactive case study is used throughout the course to assist learning.

Target Audience

For those involved in project management and delivery – a practical and applicable approach to relationship management in project delivery.

Course Outline

- History of project and relationship management
- Human dynamics operating in projects
- Impacts of relationships of project outcomes
- Identifying project risks from impacts
- Developing a relationship management plan

Course Objectives

At the end of the course participants will be able to:

- Compare 'old' and 'new' project delivery systems
- Identify the critical importance of human relationships and behaviours that impact on project delivery
- Explore the benefits of relationship management principles in projects
- Identify strengths and weaknesses in project relationships and manage them
- Address client management issues
- Develop processes to identify and manage relationship risk in a project
- Utilise tools to implement relationship management principles
- Identify how to develop this new approach through the organisation.

Expert Presenter

Jeff Cowan is an expert in project management and has specific experience in program management for large scale infrastructure projects. Jeff has extensive experience and a practical approach in his delivery of relationship management for project managers involved with engineering and construction projects.

Jeff also has extensive experience in developing and delivering project management professional development within engineering and government organisations. Jeff also lectures in Project Management at QUT in Undergraduate and Masters programs.



Engineering Education Australia



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*Refer to Engineers Australia guidelines for recognition of CPD hours.

Engineering Education Australia Short Course 2008 Registration Form

Please photocopy as required, complete and mail or fax the form to EEA for each participant/course. The form is also available at www.eeaust.com.au.

Please see conditions below.

Please print clearly in black pen and in block letter.

office use only

EEA Short Courses details

Course title
City Course dates

Participant's details

Title Mr Mrs Ms Dr
First name
Family name
Position
Organisation
Address
Suburb/town
State Postcode Country
Please indicate Home address Business address
Telephone
Fax
Email

Are you a member of Engineers Australia?

Yes _____
Engineering Australia Member Number (if possible)
 No

Please indicate course fee \$AUS

(Refer to the EEA Short Course brochure or EEA Website for course fees.)

Payment details

(Please tick appropriate box for chosen payment option)

A tax invoice will be send approximately 2 weeks prior to the course

Address for invoice if different from the address above

Suburb/town
State Postcode Country

I enclose a cheque for \$ _____
(cheques payable to EEA Pty Ltd)

or

I enclose a purchase order for \$ _____
(cheques payable to EEA Pty Ltd)

Purchase order number _____
(a copy must be attached)

or

Please debit my credit card

Visa Mastercard Bankcard Diners American Express

Card number Expiry date

Cardholders's name

Cardholder's signature

Cancellation and Transfer Conditions

An acknowledgement letter is generally sent following registration. A confirmation letter is sent closer to the course date. **A confirmation letter must be received before attending a course.**

Following registration, a substitute participant is welcome anytime; **otherwise the following condition strictly apply:**

- | | |
|--|--|
| 5 or less working days before a course | 6 or more working days before a course |
| <ul style="list-style-type: none">cancellation - no refund of course feetransfer to another EEA course - admin fee of \$150 + \$15 GST is payable | <ul style="list-style-type: none">cancellation - refund of course fee less admin fee of \$150 + \$15 GSTtransfer to another EEA course - admin fee of \$150 + \$15 GST is payable |

Personal extenuating circumstances such as illness or accidents will be sympathetically considered, but admin fee above would still be payable. Cancellations or transfer must be in a writing by email, fax or letter. **Only one transfer is allowed per participant per course.** If EEA cancels a course due to insufficient registrations or other circumstances beyond its control, a full refund would be provided.

We invite you to contact us at:

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