



We Help Services Organizations
Get Better At What They Do

Consulting/Professional Services Delivery Manager Skills Development

Our mission is to help consulting, professional and support
services organizations get better at what they do

The Challenge

Making the transition from a delivery expert to a delivery manager role is not always easy. Most companies' Human Resources departments help with the vital aspects of people management - hiring, firing, compensation, etc. - but few departments deal with equipping a new manager with the proper skills necessary for effective execution of the operational aspects of delivery management.

The Solution

Delivery management requires a fundamental understanding of the operational aspects of the job. RTM Consulting believes managing projects, and the staffs which execute them, is not the same as "doing" the projects. Successful delivery managers understand how to build better collaboration with their sales team, and the critical touch-points that mean the difference between success and failure for project handoffs. This intensive course will prepare new delivery managers to hit the ground running and feel confident in their ability to help manage projects on-time and on-budget.

Who We Are

RTM Consulting provides strategic and operational advisory services to technology companies and other industries to assist them in increasing revenues and growing margins by leveraging consulting, professional and support services more effectively.

Curriculum Highlights

Introduction to the Role of the Delivery Manager

Sales/Opportunity Management

- Effective sales collaboration and communications
- Dynamics of selling services
- Proposal development and SOW writing

Resource Management Fundamentals

- Centralized vs. de-centralized models
- Just-in-Time Resourcing® concepts
 - Skills management/planning
 - Resource planning/scoping
 - Forecasting

Project Management Fundamentals

- Project execution fundamentals
 - Project scoping/budgets
 - Scope/risk/issue management
 - Partner integration
- Managing large vs. smaller projects
 - Portfolio (vs. project) management
 - Project execution fundamentals

Governance and Continuous Improvement Techniques

- Professional services economics and business models e.g. revenue recognition, utilization, revenue, profit
- Delivery management metrics and dashboards

Managing the Transition from 'Doer' to Manager

- Critical success factors
- Creating your personal development plan

Consulting Soft Skills (on-demand pre-requisites)

Logistics

This course is comprised of 6.5 hours of on-demand online pre-requisite training and two days of in-class (RTMC location) study led by an experienced RTMC instructor (and delivery manager). A post course mentoring option is available - two hours/month for three months delivered remotely by RTMC delivery management experts. *Note: the course can also be taught at your site for larger groups in a private class format upon request. Certain student minimums apply.*

Contact Us:

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