

## Case Study

# A Shift in Organization's Culture Significantly Impacts Initiative Success

### \$ Value Delivered

**A significant increase in PM Maturity has been realized organization-wide as a result of the customized learning series. This has led to greater achievement of corporate objectives. Project managers and other employees that have a vested interest in key organizational initiatives have been able to apply the tools and methods to increase overall project performance and efficiency.**

**Industry:** Municipal Government Services

**Services Provided:** Project Management Training, Leadership Development, Business Impact

**Company:** One of Ontario's municipal government organizations.

**Challenge:** A municipality required the design, development and delivery of a series of learning sessions based on the organization's recently developed project management methodology. The courses were to be offered to staff responsible for managing projects in the municipal agency, as well as executives, senior management, project team members, project sponsors, project steering committees, and other employees who had a vested interest in project management. Cost reduction and speed of implementation were highly important as

was the level of relevancy and applicability of tools and methods that could be taught and implemented immediately by participants.

**Solution:** TidalShift conducted a comprehensive assessment to identify skill gaps. The learning program consisted of a series of case studies and executive briefing sessions to increase stakeholder buy-in and acceptance of the initiative. Participants were invited to bring current issues or situations to the sessions and develop solutions based on the learning methodology. The series of courses offered included PM Concepts, PM Methodology & Techniques, and Effective Project Sponsorship. Rigorous quality assurance criteria were set and a calendar of assessment and evaluation activities were put into practice. This ensured ongoing support and implementation of the project management methodology across the organization.

## Results

According to the leadership team of the organization, the sessions developed by TidalShift have been identified as a key success factor in the implementation of the project management methodology at the organization. Hundreds of staff members across all divisions and projects have participated in the monthly sessions thus shifting the organization's culture. The municipal agency has realized a significant increase in the PM Maturity organization-wide which has enabled them to increase fulfillment of their corporate objectives. TidalShift continues to deliver a robust learning program to a wide range of employees at the organization including experienced PMs, aspiring PMs, project team members and executives.