

Consulting services

CONSULTING SERVICES BY SYMPHERA

What we train is what we do ourselves, and we are reliable partners to our clients as we can come, roll up our sleeves and deal with specific issues that are bothering you – to the extent that you want and need.

Need a **friend on the phone** or an **opponent** in your deliberations? What we teach our clients in the training sessions, what we help them with, is what we live and do ourselves.

Has your project hit a crisis, are you unsure how to get your agility right, or is your communication and people engagement not working? Want once-a-month advice on where to move forward with your vision, strategy or project? Or do you prefer more **continuous collaboration**? Your needs and the level of our involvement in the solution is entirely up to you. We will **explain**, design, **direct**, **advise** and **take over and manage** everything if necessary.

WE WILL ADVISE YOU IN THE FOLLOWING FIELDS:

- PROJECTS
- AGILE
- LEADERSHIP & MANAGEMENT

ADDED VALUE OF OUR CONSULTATIONS

1. WE ALWAYS LOOK FOR AND OFFER THE BEST

For many years we have been providing our clients with services based on world-recognized standards and the best knowledge. We constantly look for and offer the best solutions, not the easiest ones. We advise, produce, manage and train according to our clients' needs.

2. WE HAVE DONE A LOT OF WORK

Our consultants are seasoned professionals who lead countless major projects and agile transformations on a daily basis, build project offices, create customized methodologies, set up corporate culture and often also train the given topic.

3. OUR WORK = OUR HOBBY

We are also dedicated to you in our free time. For example, together with the Chamber of Project Managers, we organize an international conference 'Project, Agile and Leadership', which is one of the largest events in Europe in terms of size and expertise.

4. LONG-TERM AND COMPREHENSIVE SERVICE

We work with clients on a long-term and continuous basis. In order to respond to complex demand, we are constantly expanding our service offering. We actively strive to apply theory in practice according to the specific needs of each client.

In the text below you will also find:

- [Overview of Projects consultations](#)
- [Overview of Agile consultations](#)
- [Overview of Leadership & Management consultations](#)

For more information, please contact us at michal.korf@sympchera.com.

OVERVIEW OF PROJECTS CONSULTATIONS

PM/PgM as a service

We will start/take over a project or program and **ensure its delivery**, even if it is facing a number of problems. We always **draw on best practice and years of experience** across industries, project sizes and even programs. **We will reliably hand over the project to your internal PM** if required. This service will be provided by a capable team consisting of an **experienced project manager** supported by a **senior PM expert** as well as **PM support** (junior project manager), enabling us to deliver an **exceptional quality service at the best possible price**.

Project/Program Assurance

We help to **increase the success rate of projects** while **improving the competence and expertise of the team** involved in the project. For example, we can assist the sponsor in **strategic project management** or **support the PM** in assembling a project team, preparing a business case, or reviewing the project plan. Above all, our goal is to add value to you and your projects.

Project/Program Management Mentoring

Do you need a “**friend on the phone**” for project or program management? We will provide you with practical help – get in touch with us! **We can advise and help** you with team setup, project/program planning, risk and subcontractor management, delegating to the team, progress monitoring (EVM) and many other activities. We will share with you our **long years of experience and successful management practices** (e.g. including communication with stakeholders).

PM Assessment

Using the proven PM Assessment tool, we will reveal the **strengths of your project and program managers** and recommend **key areas for improvement and further development**. We provide an **individual approach** (CV analysis, interview with an experienced PM, etc.). The result for you will be a comprehensive report summarizing **key points for your management** (organization benchmark) as well as **individual reports for managers**. We use **proven project management standards** that are in line with **HR best practice**.

Project Team Development

We can help you ensure an **effective development of your project managers and their teams**. Together with you, we will set the **levels of seniority**, assign individual PMs to them, regularly **evaluate them** and **ensure their ongoing training**. We will look at possible **career paths** and align the rules for assignment to projects (seniority vs. project complexity). The result will be an **effective and motivated project team**, working towards your company's goals.

Developing and Implementing PMO and Methodologies, Smart Templates

We will set up (and, if necessary, manage) the **P3O in its entirety**; from **Portfolio Management, Delivery to Center of Excellence**, all that with the most effective methodological support. We base our methodologies on **global best practice**, e.g. PRINCE2®, MSP® and PMBoK®. We also draw on our **abundant experience from setting up 'green-field' Project Offices to transforming them with agility in mind**. Depending on your needs, we can create a tailor-made **methodology, templates** for necessary documents, set up **basic processes** or **train** Project Office staff.

Audits

Using the proven international **P3M3 maturity model** and our **expert experience**, we can help you reveal the **strengths and weaknesses of your project, program, PMO or transformation**. We can also tailor an audit of a **department** or your **entire company**. We will evaluate commercial, organizational and management aspects and make specific recommendations. If you wish, we will be happy to guide your **internal auditors** through the entire process and **train** them in the subject.

OVERVIEW OF AGILE CONSULTATIONS

Agile Transformation Management

We will help you **coordinate the entire transformation process** together with setting up operations in accordance with the specific needs of your organization. **We will support agile leaders, effective communication with stakeholders** across the organization and **help line departments** navigate the agile environment and effectively **support agile teams**. We will also support you with **related role-specific training** sessions and workshops.

Agile coaching/mentoring

Our agile coaches can help you **start agile teams, improve how they work, coach roles** such as SM, RTE or PO and help you **adjust non-agile processes**. We can help you get a proper grasp on product management, PO role and product backlog. You will learn how to introduce agility into the organization at the middle and the top management levels.

Setting up Agile Teams

We will help you **introduce agile teams into your organization** and **set them up properly** (select suitable team members, adopt the agile mindset, set up methodologies, conduct training, etc.). We will help teams become multi-disciplinary and self-organized so that they **deliver efficiently and well and are able to solve new and complex problems**.

Agile Assessment

We will assess the **level of agility in all parts of your organization**. We can review the maturity of a **small unit (team)** as well as the level of agile mindset **in the entire organization**. The assessment includes **assessing the maturity of the teams/company, making specific recommendations as well as extensive support and consultation to the assessors** on how to work with the assessment results.

SM & RTE & Other Roles as a Service

We will **provide key roles for each agile level in the organization**, including **best practices from different methodological frameworks** (Scrum, SAFe, PRINCE2 Agile, ...). The **SM** ensures the correct implementation of the methodologies, facilitation and support of the team, helping to set up a

functioning environment within the team. **Release Train Engineer - Chief Scrum Master** ensures coordination at the train level, facilitates ceremonies and ascertains effective communication.

Change management

We will support leaders with Change Management that will **support the leadership of the organization in developing the right mindset** and implementing changes in the organization. We will assist in defining a **vision, values, the entire culture** of the organization and a **communication strategy** that ensures **effective stakeholder engagement**, all of which are key to successful change.

OVERVIEW OF LEADERSHIP & MANAGEMENT CONSULTATIONS

Mentoring

Need a **"friend on the phone"**? We will provide you with practical help, get in touch! **We can advise and help you** with team setup, project/program planning, risk and subcontractor management, delegating to the team, progress monitoring (EVM) and many other activities. We will share with you our **long years of experience and successful management practices** (e.g. including communication with stakeholders).

Leadership Assessment

How are you doing in terms of leadership? This is a rather general and broad question, yet this smart and proven tool can answer it. The assessment defines **21 core leadership areas** that can be your strengths or areas for improvement. Do you want to move forward in leadership? Then this product is perfect for you. It will show you where you stand in terms of leadership and **identify specific steps to take to become a better leader**.

Transformation

Changing any scope can be successful if **everyone understands each other, knows what to do and can work together towards a set goal**, and especially if they share the passion and energy to realize a common vision. If your company is facing a complex change that affects the **entire strategy and culture of your company**, our team of experienced experts is prepared to help you **set up everything you need to make it easier** (from vision over transformation governance to detailed planning, for example). We can help you manage the transformation from A to Z or just support your transformation team with our experience.

Audits

Using the proven international **P3M3 maturity model** and our **expert experience**, we can help you identify the **strengths and weaknesses of your project, program, PMO or transformation**. We can also prepare a tailor-made audit of particular **departments** or the **entire company**. We will assess commercial, organizational and management aspects and propose specific recommendations.

If you wish, we will be happy to guide your **internal auditors** through the entire process and **train** them in the subject.

Management Consulting

If you are worried about the functioning of your company in terms of **internal processes, sales, people management** or even **corporate management**, if you know what is wrong but do not know how to deal with it or if you lack the necessary resources/time/knowledge, this product is for you. We will provide you with **consultation, help with designing and implementing a solution on any scale**. This product can be linked to the *Corporate Audit* product.

Outsourcing

This product is suitable if a company needs to **significantly shift or stabilize an area**. We can come up with a team, take the area over, we will have a face toward the company, plus a team of experts in the required products/activities to help them. Outsource the entire area to us, including workshops for rollout to the company if needed. Unlike PM as a Service, we take the whole thing upon ourselves and take care of your needs as required.

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Symphera is a training and consultancy company focusing on Project Management.

We bring experience to our clients. This experience is combined with a world-wide recognized standards and best practice. We constantly explore the better way in delivering projects and mastering the ways of teaching it.

Symphera provides training and consultancy services in many European countries and has already trained hundreds of Project Managers. We have trained the PRINCE2® methodology, which has become a Project Management standard, in the Czech Republic, Slovakia, Germany, Belgium, Netherlands, Denmark, UK and other countries. Our clients include: ČSOB, ING, CBRE, CETELEM, ČS, Equa bank, AXA, Citibank Europe plc, Acision, Logica / CGI, Oracle, HEWLETT-PACKARD, IBM, Ness Technologies, Datasys, Atos IT Solutions and Services, Capgemini, Kapsch, Fujitsu Siemens, ERICSSON, SOFTIP, T-Mobile, T-Systems, Vodafone, Orange, France Telecom, Deutsche Telecom AG, Deloitte, PricewaterhouseCoopers, KPMG, DHL, RadioFreeEurope, Ostrava Teaching Hospital, Kvados, AVX, ARBES Technologies, ALEF NULA, ALGOTECH, 3M Česko, CEITEC, Economia, McDonald's, MAKRO Cash & Carry ČR, Kraft Foods CR, Kaufland DE, TNT Express, FTV Prima, Slovenský plynárenský priemysel, EVRAZ VÍTKOVICE STEEL and many other companies.