



# DELAY MANAGEMENT

"A delay is better than a disaster." – Sully Sullenberger

In today's fast-paced world, managing delays can be a challenging and crucial aspect of project management. This training course will equip you with practical techniques to keep your projects on track and maintain strong relationships with customers. Your facilitator will provide insights on how to handle multiple expectations and maintain trust during times of delay. Don't let delays derail your relationships and credibility - Discover how to handle delays with confidence and professionalism. Delays are part and parcel delivery so managing the delay is powerful.

## Key Course Content:

- Strategies for mitigating and managing delays proactively
- Effective communication methods for informing clients of delays
- Techniques for negotiating with customers on extended deadlines or revised project plans
- Identifying and addressing any potential sources of delay early on in the project planning process
- Utilising project management tools and techniques to monitor and track progress and potential delays
- Establishing clear communication channels and protocols for relaying key information about delays
- Importance of documenting all delays and their impact on the project timeline and budget
- Service recovery strategies when failure occurs.



## Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



## Duration:

This course is available as a 1-day course or a truncated ½ -day course.



## Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



## Group Size:

We recommend a group size of 4-10 people.