

Training Project Outline

Project: Creating Flight Leader 101 Documents

Vision Statement: To create engaging, instructional materials and trainings that will make international travel easier for leaders and the students they escort.

Mission Statement: We will collaborate across departments to create an instructional document for Flight Leaders that will assist them as they prepare for international travel and will serve as a guide for them to take with them on their Flight Leading assignment. The document will be specific to the origin and destination point of the Flight Leading assignment. It will offer instruction and suggestions for Flight Leaders as they connect with their group of students at the domestic gateway airport, check them in for the flight, assist with baggage, move them through security, supervise them at the gate, manage them on the airplane, handle any emergencies that arise, escort them through immigration and customs and deliver them safely to the international team.

(The Vision statement is broad and could also be the vision for any other trainings or materials that we create for our Flight Leaders. The mission, on the other hand, is very specific and gives a clear picture of how this document will be created and how we intend for it to be used.)

Communication Plan

Creating a Communication Plan is important because it allows the Project Manager to clearly define who the stakeholders are for this project, how their knowledge/skills will be utilized, when and how she will communicate with them and what her desired outcomes are. It also helps the stakeholders to understand what is expected of them and how they can contribute effectively. The more proactive and precise the communication plan, the more likely it is that the stakeholders will contribute as desired and the project will be successful.

Stakeholder communications requirements: Biweekly, over 3 months

Communications summary: The initial launch of the project will take place at a meeting where all stakeholders will be present. A general mock-up of the Flight Leader 101 document will be introduced and the vision for the final project will be cast, including ideas for contributions from each stakeholder. Each stakeholder will then receive an email with the specific contributions that will be required of him, a content organization spreadsheet and a status meeting schedule. Status meeting invitations will also be sent to each stakeholder via Gmail Calendar. All updates to the project will be made within a Google Sheet, so this document will be referenced during all status meetings. Smaller deadlines may be set within status meetings if progress toward the goal is not satisfactory. A draft of the document will be sent to all stakeholders for

editing during the final month of production, and the final draft will be published for wide viewing.

Stakeholders	Communications Name	Delivery Method/Format	Producer	Due/Frequency
ALL	Initial Launch Meeting, Initial Email Introduction	Skype Meeting (We all work remotely.	Jen	Once, 1 hr.
ALL	Project Intro w/Content Spreadsheet and Meeting Schedule	Email, Google Sheets	Jen	Once
Print Marketing Manager	Status Meeting	Skype, Google Sheets	Jen	Biweekly on Monday 10am
Country Directors	Status Meeting	Skype, Google Sheets	Jen	Biweekly on Tuesday 10am
Safety & Risk Management Team	Status Meeting	Skype, Google Sheets	Jen	Biweekly on Wednesday 10am
Travel Admin Team	Status Meeting	Skype, Google Sheets	Jen	Biweekly on Thursday 10am

Risk Management Plan

Risks and Consequences

<u>Risk</u>	<u>Consequence</u>
Stakeholders do not contribute content on time.	PM must prompt for content and potentially push the project completion date forward.
Marketing does not synthesize content on time.	PM must potentially push the project completion date forward
Content changes after document is published.	PM will have to work with Marketing to correct the content and publish updated documents.

Roles and Responsibilities

<u>Role</u>	<u>Responsibilities</u>
Project Manager	Launch project, collect content, meet with stakeholders, mitigate risk, draft document and publish final document.
Print Marketing Manager	Synthesize and organize the content provided by project stakeholders. Will require biweekly updates and status meetings.
Country Directors	Provide destination specific information on topics such as international airport logistics, immigration procedures, customs forms, local hotels, etc. Will require biweekly updates and status meetings.
Safety & Risk Management Team	Provide information on managing emergencies, dealing with sick or injured students, supervising and accounting for students, etc. Will require biweekly updates and status meetings.
Travel Admin Team	Provide gateway airport details and international flight details including coordinator names and contacts, terminals, gates, airlines, flight numbers, duration, baggage allowances, etc. Will require biweekly updates and status meetings.

Probability, Impact and Priority

- Probability Scale: 1-5, 5 being the highest probability
- Impact Scale: 1-5, 5 being the highest impact
- Priority Scale: 1-5, 5 being the highest priority

<u>Risk</u>	<u>Probability</u>	<u>Impact</u>	<u>Priority</u>
Stakeholders do not contribute content on time.	5	5	5
Marketing does not synthesize content on time.	1	5	3
Content changes after document is published.	1	1	1

Mitigation Response

<u>Risk</u>	<u>Mitigation Response</u>
Stakeholders do not contribute content on time.	Schedule all meetings on stakeholder calendars. Ensure either stakeholder or representative will attend to give status update. Require that content be added on a rolling basis not all at once so there is something to report at each status update meeting. Add comments/reminders to the Google Sheet between meetings to keep stakeholders engaged. Be direct if stakeholder is not contributing as required.
Marketing does not synthesize content on time.	Require that content be organized and synthesized on a rolling basis not all at once so there is something to report at each status meeting. Offer guidelines for how content will be used once it is contributed. Ensure that either stakeholder or representative will attend each meeting to give status updated. Add comments/reminders to the Google Sheet between meetings to keep stakeholders engaged.
Content changes after document is published.	Ensure that stakeholders can tag PM in the Google Sheet even after project is complete, so updates can be published in a timely manner.