



Essential Project Skills for Teams

Course Overview

The Challenge

The project team is the engine that cranks out the work of the project. But they can do much more. By understanding the basics of defining a project plan and managing schedule, scope and risk, project team members can contribute more fully to the successful execution of projects. By applying Key interpersonal management skills, team members can manage or even prevent many of the common problems that slow projects down.

The Solution

This course presents project and people skills that every team member can use during any project. Project management topics help participants understand how they can better assist the project manager in planning and controlling the project. Participants also gain insights into important people skills such as conflict management, delegation, effective communication and even management of stakeholder expectations. Participants are led through a series of exercises, each of which contributes to greater understanding of how to work effectively with other people. Course topics include:

- The basics of project definition, planning and control
- Defining and managing project risk
- Planning for Organizational Adoption
- Managing stakeholder expectations
- Creating a communication management plan for any project
- Making effective decisions
- Managing conflict
- Effective delegation
- Good Meetings Practice
- Turning Lessons Recorded into Lessons Learned

Who should attend

Project team leads and team members, business staff and managers who participate in projects, Project Coordinators, Project Expeditors and Junior Project Managers.

Prerequisites

This course assumes some experience as member of a project team.

Course Information

- **Duration:** 2 days (Can be customized; also available in 3 day format)
- **Typical class size:** 6 to 24 attendees

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- **Participants receive:**
 - PMP®-certified instruction
 - Student Guide
 - CD packed with high quality Project Management templates
 - Certificate of Participation
 - 12 PDUs / Contact Hours in project management education (2 day)
- **Course I.D. Number:** 2047

Course Outline

Introduction

- CHAOS Study
- Sources of project success and failure
- Course Blueprint

Defining Project and Project Management

- Project Management terminology
- IPECC
- PM Tools per project phase

Managing Project Risk

- Sources of risk
- Risk Register
- Risk Evaluation
- Risk Response Planning
- Controlling Risk

Organizational Adoption

- Impact of change
- Organizational Change projects
- Preparing for organizational change
- The Organizational Adoption Plan
- Implementing change
- Working with resistance to change
- Maintaining change

Communication

- Communication Planning
- Communication Tools
- Types of Communication
- Communication Channels
- Version Control

Good Meetings Practice

- Types of meetings
- Good meetings; bad meeting
- Impact of effective meetings

Essential Project Skills for Teams

- Defining a Good Meetings Practice

Managing Stakeholder Expectations

- Impact
- How to manage expectations
- Importance of good estimates
- Shifting and conflicting priorities

Conflict and the Project Team

- Conflict Management
- Conflict sources, signs and symptoms
- Roles in conflict management
- Conflict resolution techniques
- Participating in conflict
- Managing conflict
- Dealing with anger

Delegation Skills

- Advantages and disadvantages
- Why we fail to delegate
- Delegation Guidelines
- Delegating easy jobs
- Delegating challenging jobs

Problem Solving; Decision Making

- Facts and Fiction
- Types of Opinion
- Generating alternatives
- Making Decisions
- Critical Thinking

Lessons Learned

- What they are
- Why they are useful
- How to acquire them and what to do with them

Learning Approach

- A highly experienced instructor will use interactive lecture format, numerous hands-on exercises, team activities, group discussions, individual discovery and other techniques to drive home the essential points of this material
- We will build on your prior experience in this topic, while providing you with a structure and vocabulary to use in all of your future projects.
- If you have modest project management knowledge, you will find that the clarity of the material and direct presentation style of the instructor will make the subject matter easy to understand.
- You will receive a Student Guide which will help you follow the material, take notes and retain what you learned so that you can apply it on your job.

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Why should I take this course?

- This course will help you to resolve or even prevent numerous difficult project issues.
- **Essential Project Skills for Teams** delves into areas of project management that, although seldom discussed, are nonetheless central to project success. Take home a whole new set of tools and techniques.
- Take this course and learn what you can do to contribute more fully to project success.

Cost and Availability

We can arrange onsite training to suit your requirements. See our website for the latest pricing information:

<http://www.cvr-it.com>

Licensing

This course is available under license to qualified Training Providers. We deliver a full set of courseware materials including instructor slides, instructor manual and student guide. Train the Trainer instruction is available to ensure that all providers adhere to the same high level of course delivery. For more information, contact us at

info@cvr-it.com