

Managing a Project with Your Team

Negotiation, Facilitation and Team Management: Building High-Performance Teams

Course Summary

Description

"It's the people – not the work – that cause most projects to fail."

Would you agree with that statement? Research focused on business and project failure does: multiple studies show that less than half of all organizational efforts fully fulfill their scope, schedule and budget requirements. And this failure is most often attributed not to lack of technical skill or experience but to lack of agreement between the people involved. The ability to reach consensus between project team members and stakeholders is a critical factor of an organization's – and manager's success.

This two-day workshop is designed to help participants:

- Identify project stakeholders and their expectations
- Practice techniques to help stakeholders identify and agree upon project goals
- Manage stakeholder expectations with effective communications techniques.

The workshop uses a case study throughout both days that provides the opportunity for participants to employ the skills and methods they are learning. The combination of participant activity and instructor presentation is designed to provide a rich learning experience that will enable participants to leave the workshop with skills they can immediately make use of on their own projects.

Objectives

At the end of this course, students will be able to:

- Work together to identify and fulfill project goals
- Identify and manage stakeholder expectations
- Develop strategies for resolving stakeholder issues and concerns

Topics

- Introduction to the Workshop
- Who Are the Stakeholders?
- Identifying Stakeholder Expectations
- Clarifying Stakeholder Expectations
- Managing Stakeholder Expectations
- Workshop wrap-up

Audience

This workshop will be of value to:

- Project managers
- Project team members
- Project stakeholders
- PMO managers
- Other organizational managers

Duration

Two days

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically

Managing a Project with Your Team
Negotiation, Facilitation and Team Management: Building High-Performance Teams

Course Outline

I. Introduction to the workshop

- A. Identification of the workshop goals
- B. Schedule
- C. Requirements for participation
- D. Student introductions and expectations

II. Who Are the Stakeholders?

- A. The role and importance of stakeholders (including project team members) to every project
- B. Stakeholder identification and analysis
- C. Creating a Stakeholder Register
- D. Using the Stakeholder Register in project planning

III. Identifying Stakeholder Expectations

- A. Identifying and agreeing upon project goals
- B. Establishing business requirements
- C. Writing a Business Case

IV. Clarifying Stakeholder Expectations

- A. Techniques for determining specific stakeholder needs
- B. Creating a Stakeholder Requirements Work Plan
- C. Writing clear stakeholder requirements

V. Managing Stakeholder Expectations

- A. The sender-receiver communications model
- B. Environmental barriers to communication
- C. Creating a workable Communications Plan
- D. Group cultural and individual barriers to communication
- E. Defining and practicing emotional intelligence
- F. Addressing stakeholder issues through negotiation

VI. Workshop wrap-up

- A. Concluding comments and questions
- B. Workshop evaluation