

## **People Skills for Project Managers**

### **Course Summary**

#### **Description**

Teamwork is essential for every project, but assembling a group of individuals and expecting them to work together as a team is not always a recipe for success. The process of uniting and focusing a project team to achieve a common goal is a skill that requires a high level of expertise by a project manager. In this course, you will learn and practice the skills of the world's most successful leaders and while focusing on the unique circumstances often faced by the typical project manager.

#### **Topics**

- Building trust
- Creating a high-performing team
- Motivating team members
- Delegating assignment
- Communicating effectively
- Giving feedback
- Adapting your leadership style
- Influencing to achieve commitment
- Resolving conflict

#### **Audience**

This course is designed for project managers and project team leaders, managers and supervisors and anyone who is responsible for leading and motivating a team of people.

#### **Prerequisites**

There are no prerequisites for this course.

#### **Duration**

Three days

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### **Course Outline**

#### **I. Trust, Teambuilding and Motivation**

- A. Create trust and openness with your project team
- B. Identify what motivates each member of the team
- C. Adapt your communication style to the personalities each person
- D. Build rapport with team members and stakeholders
- E. Build interpersonal networks
- F. Assess the effectiveness of your team
- G. Create a motivational mission statement to focus the team's efforts
- H. Assign roles and responsibilities based on strengths and capabilities
- I. Agree on mutual expectations between the project manager and team members
- J. Provide recognition to your team members

#### **II. Delegation, Communication and Feedback**

- A. Assess the degree to which you currently delegate
- B. Identify your personal barriers to delegation
- C. Determine what should and should not be delegated on a project
- D. Follow the five-step delegation process
- E. Overcome the barriers to superb communication
- F. Actively listen to team members, peers and stakeholders.
- G. Ask powerful questions to create self-directed team members
- H. Read body language and adapt your non-verbal behaviours
- I. Deliver supportive feedback
- J. Create a positive rapport to deliver constructive feedback

#### **III. Leadership, Influence and Conflict Resolution**

- A. Assess your skills as a leader
- B. Determine when to use different leadership styles
- C. Adapt your leadership approach to the needs of your team members
- D. Assess your sources of personal and formal power
- E. Increase your influence with stakeholders at all levels
- F. Win commitment from others
- G. Identify the potential sources of conflict on a project team
- H. Prevent conflict from escalating to a dysfunctional level
- I. Apply four different conflict resolution styles
- J. Work collaboratively to create win-win resolution