

The People Side of Project Management

3 days

Introduction

This interactive three-day course addresses the people side of project management — jumping far beyond the basics of project management. You will focus on human dimension “how-tos” in a project management environment and be able to distinguish between project management and project leadership.

In today’s matrix and cross-functional environments, project managers and team members often face the challenge of gaining commitment and cooperation of individuals outside their authority. You will gain knowledge about your own influencing style and how to improve your influence skills, especially in situations where you have no positional authority.

You will also learn how to manage and track multiple projects and effectively manage your time when you are ‘spread thin.’ You may also be required to frequently cooperate and communicate across functions, distance and cultures. Core skills for accomplishing this, and all the other topics, will be taught with case studies, exercises and discussion.

Audience

Personnel who have been, or will be assigned, project management responsibilities and who want professional certification. Project managers, project leaders and team leaders are encouraged to attend.

At Course Completion

- Develop a team operating agreement and team charter
- Examine project stakeholder groups and determine the most effective way to organize and manage project stakeholder relationships
- Use the DISC personality profile to better work with project team members of differing personalities
- Use communication skills (e.g. active listening, paraphrasing, summarizing and feedback) to better influence the project team and team member dynamics
- Identify tactics to successfully influence and guide project teams and stakeholders in completing project objectives and goals

- Discuss the ethical dilemmas associated with project management and managing project teams
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Prerequisites

Before beginning this course, students should have:

- 2 or more years of experience in a project management environment is helpful.
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Certified Professional Exam Preparation

Materials covered will lead to but are not sufficient for the following certifications: PMI Certified Associate Project Manager, Project Management Professional

Student Materials

The course materials are yours to keep.

You will be provided with the following:

- Student Workbook s

Course Topics Covered

Key Topics

This course addresses the following topics:

- Ethics and organizational politics
- Facilitation skills/conflict resolution
- Managing multiple projects — priority setting
- Communicating with distant teams
- Stakeholder relationships
- Managing projects in a matrix environment
- Influence without authority
- Team dynamics, development and accountability
- Intentional and effective communication
- Agreed processes: problem solving, decision making and conflict resolution
- People side of project closeout — lessons learned and recognition

Duration

3 days

Processes

Initiating

Planning

Executing

Controlling

Closing

Knowledge Areas

Project Integration Management

Project Human Resource Management

Project Communications Management