CVR / IT Consulting

Commitment / Vision / ResultsSM

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Essential Skills for Empowered Project Teams

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 estimation. Participants are led through a series of exercises, each of which contributes to greater understanding of how to work effectively with other people. Topics include:

- The basics of project definition, planning and control
- Defining and managing project risk
- Planning for Organizational Adoption
- Developing effective estimates
- 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

- **Course I.D. Number:** 2047   **Typical class size:** 6 to 20 attendees
- **Duration:** 2 days   **Delivery**: Virtual or onsite
- **Participants receive:**
  - PMP®-certified instructor
  - Comprehensive Participant Guide
  - Project Management templates
  - Certificate of Participation
  - 14 CDUs / PDUs (Technical: 12   Leadership: 2   Strategic: 0)

Why should I take this course?

- This course can help you to resolve or even prevent numerous difficult project issues.
- You can learn important soft skills that will help you to contribute more fully to project success.
- This course demonstrates how to avoid many of the problems that project teams most often encounter.

Licensing

Use this course to teach your students! This course is available under license to qualified Training Providers. See: http://www.cvr-it.com/coursewareondemand/ for details or contact us: **800.877.8129** or **info@cvr-it.com**

Course Outline

I. Introduction

- Sources of project success and failure
- What we can do to make projects succeed

II. Defining Project and Project Management

- Agile and Waterfall
- Project Management terminology
- Commonly used PM Tools

III. Managing Project Risk

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

IV. 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

V. Communication

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

VI. Good Meetings Practice

- Types of meetings
- Good meetings; bad meetings
- Making virtual meetings effective
- Impact of effective meetings
- Defining a Good Meetings Practice

VII. Developing Effective Estimates

- Importance of estimates
- Estimation techniques
- Improving estimate reliability
- PERT
- Working with uncertain estimates

VIII. 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

IX. Delegation Skills

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

X. Problem Solving; Decision Making

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

XI. 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 and other techniques that reinforce learning and retention.
- 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.