Effective Project Leadership and Communication

This is an intermediate course providing participants with key leadership and communication skills for successful IT management. It covers areas such as human resources management and team building, allowing an IT manager to get the most out of a team. Proven human resources management theories will be discussed and more importantly, case studies and group exercises will help illustrate how they work in practice. Participants will be introduced to communication skills critical to their success including face-to-face conversation, meeting facilitation, using emails, presentation, and negotiation. An analysis of cultural diversity and its impact on leadership and communication will also be presented.

Certified PMPs can earn 15 PDUs towards maintaining their PMP credentials.

Course Duration: 2 days

Course Format: Lectures, group discussion, case presentation, role playing

Key topics:

- Team building, team structure, and group dynamics

- Optimizing interpersonal relationships and behavior

- Motivation theories in action – real life application of proven motivation models and empowering skills

- Understanding your team members using the Myers-Briggs Type Indicators (MBTI)

- Managing and dealing with conflict: sources of conflict, organizational conflict, conflict-management styles

- Influencing stakeholders in your organization and beyond

- Concepts, tools and techniques in communication planning, information distribution, and performance reporting

- Communication basics:

    - How to facilitate meeting?

    - Using emails effectively

    - Conducting face to face conversation

    - Participating in audio teleconference

- Becoming a greater presenter and public speaker

- Understanding and mastering negotiating - sources of power and influence, stages of negotiation, negotiation as a collaborative process, negotiation in action

- Managing regional projects in Asia

- An overview of different cultures that exist in Asia

- A high level comparison of behaviors, attitudes, and values between Asian culture and Western culture

- An understanding of cultural factors that affect how Asians perceive authority, conflicts, team performance, and negotiation

- Skills and techniques a project manager should possess to manage project teams, vendors, and customers in the diverse cultural environment of Asia

- Workable approaches for resolving difficult cultural and people issues.

Upon completion of this course, participants will:

✓ Learn techniques for developing a strong leadership style, creating an effective project team culture, dealing with diversity, overcoming communication challenges and inspiring excellent team performance to deliver strategic business results for your customer.

✓ Learn real life examples of applying project leadership skills in complex technology projects.

✓ Acquire practical leadership skills including team management, conflict resolution, negotiation, and effective communication through class exercises and case studies

✓ Practice communication skills through group exercise and role playing

✓ Understand the impact of cultural diversity on project management

✓ Acquire knowledge and skills in managing a project team with diverse culture background

Contact Celina Cheng (celina@knowledgecentury.com) for course schedule and additional information.