

# Managing People & Stakeholders in Projects - Communication & Leadership Skills

2 Days MPI

## OVERVIEW

Project managers often overlook people management in favour of technical skills. This practical two-day course ensures that participants put people back at the centre of their projects.

Effective people management, team management, influencing, negotiating and communication skills enable project managers to gain commitment from the project team and achieve the performance needed to deliver projects successfully.

This two-day course will help participants to develop their people management skills, both for people working full time on their projects and people who have other responsibilities and demands on their time.

## DESIGNED FOR

Suitable for new project managers who need to use their soft skills to manage a range of interpersonal challenges with stakeholders, both within and external to the core project team.

Those who are new to projects should consider «An Introduction to Effective Project Management» for an awareness of the underpinning Project Management methods, or if they are in a project support role then they may wish to consider «Providing Administrative Support for Projects».

## LEARNING OUTCOMES

By the end of this course participants will be able to:

- Understand the role of the project leader in the management of people within the project.
- Understand what makes a good people manager in projects.
- Understand the differences between managing part-time and full-time project team members.
- Maximise the contribution, commitment and motivation of each individual in the project.
- Improve their management of project team members, teams and stakeholders.
- Communicate in a more persuasive manner with the different people involved in the project.
- Explain complicated ideas, overcome obstacles and help remove obstacles through working with the team.
- Know what leadership styles to apply.
- Set a clear direction for team members involved in the project.
- Motivate individuals to achieve project success.

## TOPICS COVERED

### People Management and the Project Manager's Role

- The importance of people management in projects
- The skills required in managing people in projects
- The line or project manager's responsibilities for managing people

### Stakeholder Management

- Stakeholder analysis and stakeholder management
- Stakeholder planning

### Leadership Styles in the Project Environment

- The range of leadership styles
- Criteria for deciding which style is appropriate
- How to use each style effectively

### Building the Project Team

- The difference between a project team and a work team
- Stages of team development
- Building team roles

### Managing the Individual in Projects

- Objective setting for project team members
- Setting responsibilities and assigning accountability in projects
- Using single point accountability to delegate and motivate
- Delegation - the do's and don'ts

### Motivating to Achieve Project Success

- Recognising and avoiding de-motivational factors
- Developing and building motivation

### Persuasive and Influential Communication

- Persuasive communication - gaining owners' agreement
- Ensuring your communication is clear, concise and clearly understood
- Delegation - the do's and don'ts

### Difficult Situations - Influencing Senior Managers Successfully

- Communicating difficult or sensitive messages and minimising conflict
- Adopting the appropriate influencing style to gain cooperation from others
- Managing conflict and dealing with difficult situations and people

## EXTRA NOTES

*Further Development:*

*Advancing your Project Management Skills (OCP)*

*An equivalent course is available in Arabic, French and German.  
Please call us for details.*