



## Project Manager Skills (PS 101)

### ► Overview:

In today's world of complex projects, the successful project manager knows the importance of developing people skills to augment technical skills. This interactive and personal seminar takes an innovative and multidisciplinary approach in providing you with practical skills and hands-on practice in the "people skills" of project management. You will also gain valuable information about best ways to manage your stress level, career, and life direction.



### ► Contents:

- Practice a variety of interpersonal communication skills required for project leadership
- Learn and practice the best methods to use in motivating individual and team performance
- Take a self-assessment tool that describes your preferred approaches to resolving conflict
- Have the opportunity to practice different methods of resolving conflict
- Learn how to respond when a personal crisis impacts the project team and threatens productivity
- Undertake self-assessment experiences during the workshop to identify your work and personal values, and how to apply them to managing your career
- Identify core competencies in career management and career transition, so that you "can take control" of your own professional life and assertively chart your own direction
- Learn about recent developments in the area of stress management, and how to apply these findings to your career, personal well being, and professional satisfaction



► **Your seminar experience will cover**

**1. Interpersonal Communication Skills-Identify and practice skills:** Such as tracking the communication, active listening, open-ended questions, how to re-frame a point. Also covered are more subtle aspects of positive interpersonal communication, such as how to listen for the implied message, the importance of personal alliance and context, and how to minimize the presence of natural communication shortcomings such as denial, projection, displacement, and objectification.

**2. Individual Differences:** Methods for identifying individual differences and different personalities on your team, with a discussion of implications for communication, decision-making style, and learning style of each of these different types.

**3. Motivating the Individual and the Team:** How to create a motivation strategy by considering the interaction of team member personal style, career stage, and developmental (life span) stage. Also covered are the common "motivational mistakes" that project managers want to avoid using in their teams.

**4. The Hats of the Project Manager:** such as the roles of leader, manager, facilitator, mentor, and when to shift hats during the course of a project.

**5. People Challenges During Project Stages:** What are the most common people problems that emerge at the various stages of a project, and what can be done to address them?

**6. Determine Your Own Preferred Approach to Resolving Conflict:** Through a self-assessment and practice experience, your own most common approaches for resolving conflict will be assessed, with tips about where best to employ each of the approaches.

**7. Handling Critical Incidents on the Project Team:** What is a critical incident, how does it impact individual/team performance, and how can a critical incident debriefing assist team members in returning to productive levels of performance?

**8. Managing Personal Stress:** The recent research on how professionals can identify and manage the inherent types of stress present in project settings.

**9. Taking Control of Your Own Career:** Experiential tools and self-assessment devices will be used to give you greater insight into what are your work and life values, what excites you in the work place, and what is your passion in your life work.

**10. Professional Transitions:** How to use these six tools in making career changes: action-oriented resumes, two-minute introductions, informational interviews, developing the personal network, interviewing skills, and how to "qualify" a personal reference.