

Management of Projects Effective Leadership

Interpersonal Skills for Project Management Success



Project Managers succeed best with a sound Understanding of the Interpersonal, Team, Motivational and Organisational Dynamics that are inherent across all phases of a Project

- This interactive course provides delegates with the necessary Knowledge, Tools and Techniques for the successful Management and Leadership of Professional Teams / Units
- The course focuses on WHAT and HOW to be effective in the areas of Motivation, Leadership, Delegation and Communication



Delegates will study and explore how to:

- ❖ Recognise the fundamental challenges faced by Project Teams
- ❖ Deploy Effective Project Leadership Skills and Techniques
- ❖ Employ the Team Development process to galvanise a Project Team
- ❖ Manage Stakeholder expectations and Relationships throughout the Project lifecycle
- ❖ Lead global/matrix teams to reach effective decisions in a timely manner
- ❖ Amplify Project Leadership Skills which positively impact the Project Environment

This course addresses the needs of Line and Project Managers, Supervisors and Leaders of Organisational Units, and all Professionals who wish to acquire / consolidate their knowledge of People Skills

This course has been
Designed & Created
and is Managed & Organised by



The Course is aligned to the
Project Management Institute
Body of Knowledge



Management of Projects - Effective Leadership

Contents

SESSION 1

Introduction to Project Leadership

- Refresh of Project Management Environment
- The complexities of Managing Project Teams
- Role of Project Manager as Organisational Leader
- Leadership Skills Overview
- Relationship Management with Stakeholders

Leadership and Management

- Leadership vs. Management
- Leadership Orientation
- Management Styles
- Leadership Styles
- McGregor's Theory X and Theory Y
- Project Manager's Influence Continuum
- Situational Leadership
- Participative Management

Motivation

- Motivation Theories
- Need Satisfaction
- Maslow Hierarchy of Needs
- The Herzberg hygiene-motivation theory
- The application of Motivational Theories
- The Motivational Value System of Team Members
- Creating a Motivation Plan

Delegation

- Delegation Principles
- Establishing Measurable Objectives
- The Delegation Process
- Performance Monitoring and Adjustments
- Performance Evaluation
- Performance Recognition
- Establishing Rewards System

Interpersonal Communication

- Identifying Stakeholders
- Establishing the Relationship Map
- Building a Communication Plan
- Interpersonal Communication Principles
- Communication Basics
- Communicating techniques
- Styles of communication
- Guidelines for communication
- Active Listening
- Defensive Communication
- Emotional Intelligence
- Major Causes for Communication Breakdown

SESSION 2

Influence

- The Principles of Influences
- Influence Styles
- The Power Model
- Effective use of Influence for the Project Manager

Effective Teams

- Definition of a Performing Team
- Assessing Team Roles
- Understanding Team Dynamics
- Stages of Project Team Development
 - Forming
 - Storming
 - Norming
 - Performing
 - Adjourning
- Addressing Cross-Functional Team Issues
- Coaching Team Members
- Dynamics of Outsourced Teams

Management of Change

- Management of Change and the Project Environment
- Project Manager as an Organisational Change Agent
- Determining Influencers of Change
- Organisational Change in Synchrony with Project Life Cycle
- Key Strategies to Manage Change by Projects

Conflict Management

- Definition of Conflict
- Conflict Situations in Projects
- Functional & Dysfunctional Conflict
- Conflict Resolution Techniques
- Assertive or Cooperative Techniques
- Strategies for Exercising Power

