

People Skills — The Secret Behind Project Success

WCP

Project management excellence goes beyond producing project charters, detailed schedules and colourful status reports. Projects involve people. There are team members, clients, management, subordinates, peers, account managers, suppliers, contractors, regulators, and numerous other stakeholders. And with people, there are differing opinions, personality conflicts, office politics, and sometimes hidden agendas.

Project success or project failure often hinges on our ability to speak up when necessary and deal with issues that, if not properly dealt with, will cause problems either now or in the future. While most of us have no problem dealing with casual conversation, when the stakes are high, multiple opinions exist, and strong emotions have been thrown into the mix, that's when we struggle. Many of us simply avoid difficult conversations — but in the long run this usually results in the situation getting worse. Others try to take on difficult conversations, but end up making things worse. Knowing how to properly conduct critical conversation is essential not only to project success, but success in all areas of life.

This is not your standard communications and soft skills course. Rather than focusing on theory, this course is filled with discussions and exercises taken from real and realistic project situations that will provide participants the confidence to apply learned techniques where it counts — in the real world. Participants will learn how to solve problems through effective dialogue, negotiation and conflict resolution.

Who should attend

Managers, Project Managers, Team Leaders, Account Managers, Supervisors and those who work in a team environment and need to handle tough issues and difficult interpersonal situations and people with confidence and effectiveness.

Learn How To...

- Conduct difficult conversation with confidence
- Defuse conversations that have turned “critical” so that they can get back on track and reach a productive conclusion
- Learn how to recognize when conversations are turning “critical” so that they can be turned around earlier with greater success
- Apply learned communication skills to:
 - ☑ Conflict management
 - ☑ Negotiation
 - ☑ Leadership

Prerequisites

There are no prerequisites for this course, although it is recommended that participants have an understanding of the core tools of project management. We therefore recommend taking the **Project Management Essentials** (or similar) course prior to taking this course.

Materials

- Course workbook
- A framed certificate of completion (for in-house workshops only)

Course Duration

- Two days

Course outline

DAY 1

- Introduction
- People Skill: The Secret Behind Project Success
- The basics — learning how to say what needs to be said
- What to do when things get tense
- Wrap up Day 1

DAY 2

- Recap of Day 1
- Keeping routine communication from going “critical”
- Applying Communication skills to solve problems
 - Conflict Management
 - Negotiation
 - Leadership
- Wrap up Day 2

Additional information

- Participants qualify for 14 PDUs (Professional Development Units)
- This course is available as an in-house workshop to groups of 6 or more, as well as publicly in association with both the University of Toronto and the University of Waterloo.
- This course may be applied towards a:
 - University of Toronto Certificate in Applied Project Management
 - University of Waterloo Project Management Certificate
 - University of Waterloo Advanced Project Management certificate

For more information contact

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