

Course Description

Project Communications: Infrastructure and Protocol AMS137

14 Professional Development Units / On-line 12
14 Education Hours / On-line 12

Overview

This course offers insight to the organization of the future. Maintaining cross-functionality and customer focus can be difficult in a “matrixed” environment riddled with personal agendas, turf wars and difficult people. This course will help you to gain deeper understanding of the motivators that lead to these scenarios and give you tools to navigate the political land mines. It will also help you assess and maximize your communication style to win the confidence of your peers for optimal project results.

Learning Objectives

- Understand why communication is a critical skill for an effective leader
- Understand the difference between leadership and management
- Evaluate leadership styles
- Explain the gap between manager-employee reality
- Understand communicating persuasively
- Understand the communication process
- Identify poor communication habits
- Assess your communication style
- Understand basic levels in the listening process
- Overcome listening blocks
- Identify the skills necessary to listen well
- Improve your listening skills
- Understand the importance of feedback on personal development
- Give effective feedback
- Receive feedback constructively
- Understand communication channels
- Appreciate decision making styles
- Identify problem solving strategies
- Handle project meetings more effectively
- Communicate better with clients on the project
- Understand the components and structure of a communications plan
- Understand the communication aspects of project reporting
- Identify different types of project status reports
- Assess problem escalation strategies

Format

The format of the course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by exercises.



Course Description

Delivery Options 

Duration

Two days / On-line 12 hours

Who Should Attend

Results-driven project managers or professionals from any industry who seek an advanced understanding of people, power and politics in the future organization would benefit by taking this course.

