

# Academy of Training

## People Skills for Project Managers and Team Leaders

### Overview

To discharge their responsibilities effectively, today's project managers and team leaders require many skills. They must be able to handle not only the technical or "business" requirements of their role, they must also be able to communicate effectively with team members, sponsors and users groups alike, clarify and manage expectations as well as manage both performance and sponsorship issues.

By identifying all the key players, fostering their buy-in and developing strategies for effective communication, early action and "no surprises" throughout, we can avoid many of the project headaches falling under the heading of "people politics".

### Objectives

The aim of this two-day workshop is to assist project managers and team leaders in developing all the key people skills for successful project outcomes. The workshop focuses how to handle not only the team responsible for carrying out the work but also the challenges faced at both sponsor and user group level.

**Content :** Topics covered in the workshop include:

### Introduction

- Project management - current trends and issues
- The people side of project management and team leading
- Key behaviours for successful people management.

### Fostering support and buy-in

- Identifying stakeholders and key players
- Analysing expectations
- Getting people involved and committed
- Developing a communication plan and strategies for change Management.

### Interpersonal skills for project managers and team leaders

- Constructive expression
- Presenting with influence
- Handling objections and criticism constructively
- Listening and encouraging input
- Persuading and influencing
- Negotiating quality outcomes
- Managing competing demands and performance issues
- Managing treats to scope, sponsorship and resources.

### Method

The workshop is highly practical. Instead of using simulated scenarios, participants work on live projects, drawn from their own work environment.

