

Personal Skills in Project Management Course



Introduction

This outline provides information about the Personal Skills in Project Management course. Effective project management requires a high level of effectiveness in project managers in the way they deal with other people, interpersonally, and in all avenues of communication with others.

This will develop skills in these areas. Many new project managers may have already developed these skills through personal development; hence it is not a course for all. It is a two day course but may be conducted in other formats.

Purpose of the Personal Skills Management Course

This course will ensure that the foundation skills for working with other people are honed to a high degree. Effective project managers are excellent communicators, 'read' people well, and respond appropriately to given situations. These people could include team members and internal managers as well as customers and other key stakeholders.

The course provides development opportunities in the areas of:

- interpersonal communication,
- presenting information,
- chairing meetings,
- negotiating,
- developing enthusiasm and creativity, and
- clear thinking and analysis

Course Objectives

At the conclusion of the course, you will be able to:

- Communicate better interpersonally
 - Listening
 - Questioning/ responding
 - Relating to others
- Manage relationships with others
 - Customers
 - Key stakeholders
 - Team members
- Present information professionally
 - Speaking to groups
 - Speaking to large audiences
 - Negotiate effectively with others
 - One to one
 - Organisations



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- Apply a range of analytical techniques to situations
 - Priority setting
 - Problem solving
 - Decision-making
- Better manage yourself
 - Time management
 - Develop creativity
 - Stress management
- Better manage meetings
 - Setting agendas
 - Control
 - Minutes
- Better manage within an organisation
 - Networking
 - Understanding 'politics'
 - Influencing others
 - Managing upwards

Who should attend the course?

Many people could benefit, however many of the skills and concepts may already exist in project managers with a lot of prior management experience. So

Course format

This is a practical hands-on course. The format of the course is structured so that you will

- Learn a series of concepts, processes and skills through presentation and discussion
- Practise the processes in case studies and exercises
- Apply these to real risk management situations from your own projects

Any pre-requisites?

No, this is an introductory course. However knowledge of the scope of project management activities and expectations will improve the focus for those attending. Ideally attendance at the Managing Projects in Organisations course should have happened.

Measure of success

If you need to outline some special needs or would like to clarify anything about the course you are about to attend, please call contact Nathan Polley on 03 9380 7777 or nathanp@moreland-grp.com.au.

We look forward to meeting you at the course and trust you will find the whole experience valuable. We know the investment of two days of your time is considerable in these busy times. Our primary success measure for the course is that participants leave with ideas they will use immediately.

Our major indicator of success is that participants acknowledge the usefulness and practicality of the course at the conclusion. We are sure this will be your view. If it is not, please advise the facilitator during the course so that your concerns can be addressed.



Course program

Day one

Introduction to

- The key personal skills
- The seven habits

Interpersonal Skills

- Listening
- questioning/ responding

Exercise Presenting information

- speaking to groups
- preparation
- use of visual aids
- speaking skills

Practice Exercise

- fifteen minute presentation
- feedback (includes video replay)

Analytical skills

- problem solving
- decision making

Exercise in problem analysis/ decision making

Close

Day Two

Review Negotiating

- what is negotiation
- styles
- strategies
- undertaking a negotiation
- feedback

Managing relationships

- customers
- key stakeholders
- team members

Exercises Managing Meetings

- role of the chair
- agenda
- problem members
- control
- minutes

Managing within the organisation

- networking
- politics
- influencing others
- managing upwards

Managing yourself

- time management
- creativity
- stress

Review and Evaluation

Close