Project Stakeholder and Communications Management

Effective communication is the glue that holds the project together, and managing stakeholders is arguably the greatest challenge a project manager faces. Learn your individual communications style and how it compares to others. Explore your own Emotional Intelligence. Discover how to effectively build, develop and manage a team. You'll also learn how to "manage up" and successfully influence difficult stakeholders. Price includes an *I Speak* questionnaire and manual.

Who Should Take This Course?

This course is for anyone who works with others and wants to maximize relationships and interactions. While the focus is on projects, effective communications, resource management and stakeholder management is a must for anyone who manages or works with people. Project managers and all will benefit from this practical class. This is the fourth required course in the Project Management Certificate.

Course Objectives

- Learn about yourself—what drives your actions, motivations, and how you interact with others
- Identify resource management challenges to effectively develop and manage a team
- Describe communications management challenges, and learn how to overcome them
- Summarize best practices in stakeholder management, and identify how to recognize and overcome challenges

Course Info

- Length: 15 hours
- Format: Classroom instruction and hands-on activities
- Prerequisite: None

Course Content

Learn about yourself—what drives your actions, motivations, and how you interact with others
- Explain the I-Speak method of determining individual preferences
- Demonstrate understanding of the I-Speak method by completing and discussing a self-survey
- Appreciate that all profile results have both positive strengths and potential challenges
- Analyze strengths and challenges for yourself and others

Identify resource management challenges to effectively develop and manage a team
- Describe the goals of PMBOK® Chapter 9, "Develop Team and Manage Team Processes"
- Summarize key Develop Team concepts to include virtual team management, effective recognition and rewards, the Tuckman Ladder, motivational theories and power
- Explain key Manage Team concepts to include effective problem solving, decision-making, Emotional Intelligence and conflict management techniques

Describe communications management challenges, and learn how to overcome them
- Summarize the relationship between I-Speak profiles and communications "blockers"
- Recognize various profiles of individuals through the words or phrases they use
- Demonstrate competency in identifying how your approach may resonate or detract from various personality types
- Share various communications tools to include the Circle of Communications, Communications Role Report Matrix and Communications Requirements Matrix Chart
- Match communications methods to when they are best suited to the situation

Summarize best practices in stakeholder management, and identify how to recognize and overcome challenges
- Describe methods to evaluate stakeholder readiness
- Summarize strategies for dealing with uncooperative or hostile stakeholders
- Identify strategies for effectively influencing stakeholders based on individual needs

Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

Course Completion/Continuing Education Unit (CEU) Letter

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Course Completion/Continuing Education Unit (CEU) letter **after the final session of your course**. You must attend 80 percent of the course (or 100 percent of a single-day course) to qualify for the letter. Attendance is verified through the Sign-in Sheet/Roster. It is your responsibility to sign-in at every session. You can request a Course Completion/CEU letter online.

Certificates of Completion for Certificate Programs

To receive a Certificate of Completion for the Project Management Certificate, you must take all six required courses; attend* 80 percent of each course (calculated by number of sessions in each course), except the Capstone course, where 100% attendance is required; and participate in class. (Please note: Saturday sessions lasting longer than four hours will count as two sessions.) If you complete a certificate program by taking courses individually, you can request a Certificate of Completion online.

* Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is your responsibility to sign-in.