



CONTINUING EDUCATION
Course Outline

Project Team Management

Project success is achieved through individuals working together toward a common goal. Learn basic concepts, interpersonal skills, and tools you need as Project Manager to achieve high team performance. Understand how to improve communication, motivate, inspire, and manage conflict with techniques you can apply the next day. Class includes hands on project work and is based on the Project Management Body of Knowledge (PMBOK® Guide) principles.

Who Should Take This Course?

This course is for anyone who leads projects and wants to acquire hands-on skills for managing and overseeing projects and team members. This is a required course for Green River's Project Management Certificate Program and can also count towards the education requirements for the Project Management Professional (PMP)® or Certified Associate in Project Management (CAPM)® exams through the Project Management Institute, Inc.

Course Objectives

- Improve communication skills to increase team performance
- Describe influencing skills to improve persuasiveness
- Adapt leadership styles to individuals and situations
- Recognize motivators that help improve performance and morale
- Discuss techniques that help reduce conflict and increase productivity
- Use conflict management techniques to solve problems effectively

Course Info

- Length: 15 hours
- Format: Classroom lecture, discussion and group exercise
- Prerequisite: Project Management Essentials

Course Content

Session 1:

- Identify Your Communication Style
- Describe the I-Speak Communication Styles
- Practice Adapting Your Style



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Session 2:

- Recognize personal, gender, cultural and individual learning styles
- Discuss effective listening skills

Session 3:

- Use neutral language
- Coach for learning styles
- Give effective feedback utilizing a five-step process
- Influence team members to achieve project goals
- Describe team development stages
- Utilize leadership styles for individuals and teams

Session 4:

- Understand different motivation theories
- Utilize recognition and rewards
- Recognize various decision-making styles
- Discuss group decision-making techniques
- Set ground rules

Session 5:

- Identify conflict characteristics
- Explain and apply confronting/problem solving steps
- Diffuse anger
- Apply conflict management techniques

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.

CEU Letters for Individual Courses

CEU (Continuing Education Unit) letters are sent upon request. Students wishing to receive a CEU letter for individual courses must attend* 80 percent of the course sessions. To request a CEU letter, please stop by the front desk after the last session of class and complete the CEU Request Form.

Certificates of Completion for Certificate Programs

Certificates of Completion are automatically given to students who register for a certificate program series, as long as the students have met the attendance* requirements and any other requirements stated in the course outline. Students who have completed certificate programs by taking courses individually (not through a series) may request a Certificate of Completion by stopping by the front desk and completing a Certificate Request Form. Attendance requirements for certificate programs vary by



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certificate and are listed within each certificate description. To view descriptions, please visit:

<http://greenriver.edu/cceCertificates>.

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

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 274, to request accommodations. For additional information, please visit www.greenriver.edu/student-affairs/disability-support-services.htm

The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided. This syllabus is available in alternate formats upon request.

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