

Project Communications & Stakeholder Management

- Skills development workshop providing practical strategies and tools successful project communications
- Facilitated by industry experts providing real world experience on managing communications

For all skill levels of managers, supervisors, and staff working in private or public organizations in either an operational capacity or those working on project teams.

Dates:

Location:

Price: \$899.00

PDU: 15 PDU

Workshop Code:

What the Workshop Provides

The ability to communicate efficiently is perhaps the most critical skill in today's workplace. Success in motivating teams, delegating, organizing, problem solving, selling ideas, obtaining/providing information, reporting on performance, managing organizational transition, and implementing ideas depends heavily on your ability to communicate and influence. Managing the project stakeholders is also an important task which impacts stakeholder expectations and ultimately stakeholder satisfaction. This course provides comprehensive skills development training in communications for all skill levels. Students are provided with practical communications strategies, tools, and best practices along with plenty of real life examples of their application all an interactive format to enhance learning.

What Participants Learn

Master communication skills and strategies that enable you to :

- Understand communications processes
- Establish strategies for successful communications
- Identifying the project stakeholders, their information needs, and the best methods to manage communications
- Increase your ability to influence & motivate
- Improve organizational efficiency
- Improve project team productivity

Workshop Format

This hands-on workshop includes instruction and student exercises that reinforce the learning of strategies, tools and techniques presented in the workshop. Participant receives:

- Two full days of instruction
- Comprehensive course binder
- Certificate of completion
- Communications templates

Topics Covered

- 1. Introduction to Communications**
The communications process
Models of communication
Goals of communications
Managing expectations
Roles and responsibilities
- 2. How People Communicate**
Communication styles
Awareness of other perspectives
How others perceive you
Adapting your communications
- 3. Communications Challenges**
Factors that impact communication
Communication barriers
Recognizing your own filters
Recognizing filters in others
Techniques to breakdown barriers
- 4. Creating & Delivering Messages**
Types of messages
Formal vs informal messages
Creating the message goal
Keep the audience in mind
Using appropriate delivery method
- 5. Listening Skills**
Hearing vs listening
Common pitfalls in listening
Active listening
Proactive vs passive listening
Using empathy in listening
Using probing questions
Providing feedback
- 6. Non-Verbal Communications**
Importance of body language
Types of non-verbal cues
Common mistakes
Matching body language to message
- 7. Communications Planning**
Conducting a stakeholder analysis
Determining information needs
Establishing the project communication channels
Creating the communications plan
- 8. Managing Communications**
Creating a project information system
Generating and distributing information to stakeholders
Reporting to stakeholders
Creating trust
Managing conflict
- 9. Managing Meetings Efficiently**
Setting meeting objectives
Designing the meeting structure
Chairing meetings
Decision making / action items
- 10. Diversity in Communications**
Dimensions of cultural differences
Common mistakes
Communications across cultures
- 11. Communications in Project Teams**
Roles and responsibilities
Using the project information system
Record keeping
Information storage & retrieval
- 12. Guidelines for Successful Communications**
Observe / Listen
Analyze
Plan
Communicate



NPM is a Registered Educational Provider of the Project Management Institute. All workshops qualify for PDU credits from PMI.

On-Site Training

We also offer on-site training for this workshop. If you want to train 10 or more staff, we can provide your own in-house customized workshop at affordable group rates.

To Register for this workshop

Call Web (866) 464 4834
www.nationalpm.net

More Information

Call (866) 464 4834
Email mail@nationalpm.net