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بروجاكس للتدريب والتطوير
Projacs Training and Development

Interpersonal Skills for Project Managers

مهارات التعامل والاتصال الشخصية لمدراء المشاريع

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Istanbul / Turkey

A Member of:



PROJACS ACADEMY



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Introduction

Project Managers as any other managers, work with their technical knowledge of the area they are specialized in. This is true but they actually succeed with skills other than technicalities. The main “success” factors are the skills they possess and the way they are capable of managing people and associates working with them.

As per one of the famous PM reference in the world – PMI: Project Management Institute – and their reference – PMBOK® Guide: Project Management Body of Knowledge – they refer to several key skills that any project manager needs to have, and these are considered the minimum requirements:

- Leadership
- Team Building
- Motivation
- Communication
- Influencing
- Decision Making
- Political and Cultural Awareness
- Negotiation
- Trust Building
- Conflict Management
- Coaching

While there are additional interpersonal skills that project managers use the appropriate use of these skills assists the Project Manager in effectively managing the project.

Objectives

By the end of this course practitioners shall learn to:

- Be able to Recognize and manage the complex processes of communication in order to achieve performance excellence through interpersonal co-operation
- Identify and apply new skills and strategies to enhance individual and team performance
- Identify and analyze communication styles and practice appropriate strategic interpersonal skills to develop and maintain productive workplace relationships
- Motivate and influence others to work co-operatively toward achieving organizational and team goals by effectively communicating high standards, offering productive performance feedback, and recognizing individual accomplishments

Who Should Attend?

The training will be of value to Project Managers, Executives, line managers; team leaders, supervisors and junior level employees seeking to advance in the management levels or specifically Project Management and become leaders of the future. People who are or will be responsible for working on developing businesses, managing projects, associating project management and lead teams towards common targets and achieving goals.

It will also be of value to HR professionals, training officers, personnel staff and others who carry the responsibility for the design and implementation of such arrangements.

Course Outline

Understanding Leadership

- What is leadership?
- How is it different from Management?
- Difference in mindset from Team member to Team Leader
- Characteristics of a successful leader
- Leadership Challenges, and how to overcome them
- Core Values

Leadership Tools, processes and Skills

- Communication
- Negotiation
- Coaching
- Delegation
- Motivation
- Empowerment
- Problem Solving & Decision Making
- Innovation
- Continuous Improvement
- Conflict Management
- Stress Management
- Team Building & Team Management
- Handling Mistakes
- Performance Management
- Goal Setting
- Trust Building

Knowing Self and Applying to real Life

- My challenges
- Situational leadership
- Real Case Studies and role models
- Action Plan for application

What is Negotiation?

- Defining Negotiation
- Types of Negotiation
- Positional Bargaining
- Principled Negotiating
- Phases of Negotiation

Preparing for Negotiation

- Getting Started

- Fear
- Personal Preparation
- Researching Your Side
- Case Study / Application Exercise
- Researching the Other Side

Making the Right Impression

- First Impressions
- The Handshake
- Dress for Success
- The Skill of Making Small Talk

Getting off to a Good Start

- Common Ground
- Ground Rules
- Case Study / Application Exercise
- Exchanging Information
- The Bargaining Stage

Getting Past No and Getting to Yes

- Getting Past No
- Breaking the Impasse
- Getting to Yes
- Dealing with Negative Emotions

Moving from Bargaining to Closing

- Knowing When to Close
- Formal vs. Informal Agreements
- Win-Win Solutions
- Building a Sustainable Agreement
- Getting Consensus

Problem Solving

- Why Problem Solving?
- Problem Solving & Decision Making
- Techniques for Problems Solving:
 - Affinity Diagrams
 - Brainstorming
 - Delphi Technique
 - Scientific Way of Thinking
 - Critical Factor Method
 - Criteria Method
- Using Creativity to Solve Problems
- How our Brains work
- Where does ideas come from
- Creativity & Innovation

- Real-Life Projects & Cases

Coaching Skills

- What coaching is
- How coaching fits in the cycle of self-development
- Process of successful coaching
- Coaching and leadership
- Transfer of a skill
- Real life case of coaching
- How to overcome coaching challenges

Presentation Skills

- Preparing our Presentations.
- Purpose & Structures.
- Planning & Presentations.
- Using Visual Aids and Handling Q&A sessions.
- Creativity & Handling difficult Presentation Situations.
- Delivering our presentations with impact.
- Presenting with different purpose:
 - To Inform
 - To Clarify
 - To Convince
 - To Persuade others to take action
 - To Entertain
 - To Sell ideas, products, services, personality....etc.
- Tips & Tricks for Impactful Presentations.

Communication Skills

- Understanding the communication process & Communication Model
- Verbal, Vocal & Visual Parts of the message
- Barriers to Communication
- Communication with Diplomacy.
- How to handle disagreements.
- From basic to complicated communication.
- Communication in projects.
- Communication and Attitude management.
- Communicating with different brain styles (Colored Brain) Practical Mind Mapping
- Creating Rapport
- Tips & Tricks for Impactful Communication.

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation
- slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- | | |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **2,950USD**
**VAT is Excluded If Applicable*

مقدمة

مدراء المشاريع، يعمل مدراء المشاريع مثل المديرين الآخرين بناء على معرفتهم التقنية في تخصصهم. ولكنهم نجحوا في مهارات أخرى غير معرفتهم التقنية. فان عوامل "نجاح" الرئيسية هي المهارات التي يمتلكونها قادرتهم على إدارة الأفراد والشركات وزملاء العمل معهم. وفقا لمعهد إدارة المشاريع - ومرجعهم - دليل بمبوك®: ان هناك العديد من المهارات الأساسية التي يجب على أي مدير المشروع التمكن منها، وهذه تعتبر الحد الأدنى من المتطلبات:

- القيادة
- بناء الفريق
- التحفيز
- الاتصالات
- التأثير
- اتخاذ القرار
- التوعية السياسية والثقافية
- التفاوض
- بناء الثقة
- فض النزاعات
- التدريب

في حين أن هناك مهارات إضافية أخرى يستخدمها مدير المشروع ، فان والاستخدام المناسب لهذه المهارات يساعد مدير المشروع في الإدارة الفعالة للمشروع.

أهداف البرنامج

في نهاية هذه الدورة سوف يتمكن المتدرب من:

- التعرف وإدارة عمليات معقدة من الاتصالات من أجل تحقيق التميز في الأداء من خلال التعامل مع الآخرين التعاون.
- تحديد وتطبيق مهارات واستراتيجيات جديدة لتحسين الأداء الفردي والجماعي.
- تحديد وتحليل أنماط الاتصال وممارسة مهارات التعامل مع الآخرين الاستراتيجية المناسبة لتطوير والحفاظ على علاقات مثمرة مكان العمل.
- تحفيز والتأثير على الآخرين للعمل بصورة تعاونية نحو تحقيق الأهداف التنظيمية وفريق العمل عن طريق التواصل الفعال معايير عالية، وتقديم التغذية الراجعة الأداء الإنتاجي، والاعتراف الإنجازات الفردية.

الحضور

سيكون هذا التدريب ذو قيمة لمدراء المشاريع و التنفيذيين و المديرين التنفيذيين. وقادة الفرق والمشرفين والموظفين المبتدئين الذين يسعون للمضي قدما في مستويات الإدارة أو على وجه التحديد إدارة المشاريع لكي يصبحوا قادة المستقبل. كما سيكون من قيمة لخبراء الموارد البشرية، والموظفين العاملين وغيرهم الذين يحملون المسؤولية لتصميم وتنفيذ هذه الترتيبات.