

## **Mastering the Human Dynamic**

Processes, tools, and techniques are great advantages to managing projects successfully, but it takes people to make projects work. Learn how to understand, communicate, and work effectively with team members, stakeholders, sponsors, and project champions. Discover how to build trust and use influence successfully in this two-day workshop.

A Project Manager who uses only business and technology processes and fails, may not fully understand what went wrong with the project. Oftentimes the root cause is the project manager simply lacks an understanding of the stakeholder perspective.

### **Objectives**

- Apply strategies for identifying stakeholders and learn how to discover their project needs and expectations.
- Perform stakeholder analysis for the project goals, objectives, and requirements.
- Learn how to obtain commitment and buy-in from stakeholders, team members, and sponsors by using consistent behaviors to build trust.
- Develop strategies for influencing project participants.
- Discover how to ask the tough questions in a professional manner.
- Learn effective communication strategies that do not annoy project participants.
- Understand power, how to obtain it, and effective ways to exert influence.
- Determine the content necessary to develop an effective communication plan for consistent and ongoing project communication.

Course outline provided upon request.

### **Workshop Materials & Structure**

This is a hands-on interactive workshop with a 60/40 balance between activities and lecture. The workshop is facilitator-led and supported by dynamic PowerPoint presentations, hands-on case study exercises, and large and small group discussions. Emphasis is placed on learning skills that can be transferred rapidly to the workplace with a healthy dose of fun thrown in to keep participants enthused and engaged.

All participants will receive:

- Course materials in a 3-ring binder
- Case study solutions and handouts
- Ballpoint pen
- Certificate of Completion
- 14 PDUs (category 3)

Highlighters and pencils will be provided for the participants to use throughout the workshop. Participants simply need to bring an open mind and a willingness to participate.