

TOTAL SYSTEMS EDUCATION, LTD.

TSE006

PROJECT LEADERSHIP WORKSHOP



Course Description

In today's cross-functional, high speed, multi-location and high-demand project environments, the ability to be successful has never been more difficult (*and failure more public!*) Project Leadership Workshop helps project managers of all backgrounds, become true leaders.

Many of us who lead projects today, earned the responsibility by being wonderful performers in previous projects. Sadly, everyone knows somebody who was a great technician or great worker, but now, is not the best manager. It's fair to say that these managers are not always at fault; they were never taught the issues nor given the tools needed to lead a project, and its staff.

The practical tools, techniques and concepts provided here are reinforced and practiced with real-world project situations, exercises and checklists. A major goal is to have participants able to apply key leadership and management concepts in their projects.

The workshop follows and reinforces the PMI[®] (Project Management Institute) related Knowledge Areas. Upon completion of the program, participants involved with PMI's Project Management Professional – PMP program, are awarded 7 PDUs or “Contact hours”. Our R.E.P. code is 1270.

Upon completion of this course, each participant will be able to:

- ◆ Decide where and how to focus his or her efforts to improve personal leadership skills;
- ◆ Understand his or her leadership style preferences and those of the team, and use them to resolve potential conflict, and create and maintain a motivated project environment;
- ◆ Identify the symptoms of poor teamwork and develop strategies to resolve issues.
- ◆ Help team members plan and execute project success;
- ◆ Build trust within the team, and facilitate a results driven project environment;

In addition to specialized discussions about Project Management, participants are also exposed to some fundamental management concepts. Instructional methods for this one-day course are lecture, discussion, case study exercises and critique.



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Course Outline

I. Introduction and Course Objectives

II. Leadership

- A. What is Leadership
- B. Leadership vs. Management
- C. Qualities of Effective Leaders
- D. Management Skills needed to lead
- E. Leadership styles

III. Building Project Teams

- A. What is a team?
(Is there really no "I" in Team?)
- B. Need for team building
- C. Team Synergy
- D. Team-building Steps
 - 1. Forming
 - 2. Storming
 - 3. Norming
 - 4. Performing
- E. The Team-building Process
 - 1. Planning for team building
 - 2. Organizing the team
 - 3. Communications within the team

IV. Motivating the People on Your Team

- A. Sources of influence
- B. Theory X / Theory Y
- C. Maslow's Hierarchy of Needs
- D. Personality types
- E. Motivating people who don't work for you



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V. Symptoms of Poor Teamwork

- A. Sources of conflict
- B. Sources of conflict in the project environment
- C. How sources of conflict change during the project lifecycle
- D. Conditions in the team that can lead to conflict
- E. Managing conflict
- F. Conflict management modes
- G. Resolving conflict
- H. Strategies for handling two-person conflict

VI. Establishing the Right Project Team Environment

- A. Motivating
 - 1. The Individual
 - 2. The Team
- B. Supporting Each Other
- C. Dealing with shortcomings

VII. Building Consensus

- A. Working together
- B. Working apart
- C. Consensus across teams (Cross-functional)
- D. The issue of Trust!
- E. Importance of a "Partnership" relationship
 - 1. Business partner characteristics
 - 2. Building the partnership

VIII. Conclusion

- A. Review Major Topics/Issues
- B. Participants Critique Class

