



Managing Stakeholders

Course Overview

A project manager's results are only as good as their ability to accomplish tasks through other people. Getting team members to perform and inspiring them to contribute their best requires leadership competencies.

This two-day course on building leadership competencies will help a project manager construct better project relationships, create positive energy, acquire more meaningful projects, develop team leaders and use the power of servant leadership. Participants will master the techniques necessary to influence in a world of diversity, enhance creativity, learn to empower and motivate others to achieve higher levels of performance.

This course will help project managers get more out their project management careers, their certifications and their professional lives.

Key Outcomes

Upon completion of this course, participants will be able to:

- » Describe leadership and leadership competency
- » Develop trust based relationships with stakeholders and team members
- » Develop a consultative leadership style
- » Identify personal risk tolerance

Course Outline

Building your Leadership Competencies

- » What is competency?
- » Types of project management competency
- » Project Management competency models
- » Importance of compatibility as a prerequisite for trust
- » Tools for establishing compatibility on projects - FAST
- » Importance of trust and its relationship to leadership competency
- » Overview of MyProjectAdvisor® Leadership competency pyramid

Building Knowledge, Skills and Experience

- » Project management knowledge, skills and experience
- » Business context knowledge and expertise
- » Acquiring subject matter expertise quickly

At-a-Glance:

Course Length:

2 days

Course Number & Level:

403.MSH2 – Mastery

Professional Development Units

(PDUs): 14

Continuing Education Units (CEUs):

1.4

PMBOK® Guide Knowledge Areas**Covered:**

- » Project Communication Management
- » Project Human Resource Management

Paths:

- » Project Recovery
- » Collaborative Leadership
- » Project Management Skills for Business Managers
- » Program Manager

Trust-based Relationships

- » Building trust-based relationships
- » Characteristics/aspects/benefits of trust
- » Project manager credibility
- » Project manager reliability
- » Emotional reliability and good meetings
- » Project manager intimacy
- » Project manager low self-orientation
- » Listening

Consultative Leadership and the Importance of Advising

- » Definitions, types of leadership
- » Servant Leadership in project management
- » Importance of advising
- » How to advise properly
- » Step-by-step advising
- » Advising or persuading

How to Demonstrate Consultative Leadership

- » Process of Consultative Leadership (5 steps)
- » Engaging
- » Framing – logical and emotional
- » Visioning and creating
- » Commitment
- » Dealing with resistance

Managing Personal Risks

- » Risk Attitudes and emotional literacy
- » Environmental impact on risk attitudes
- » Modifying risk attitudes
- » Courage and self-confidence
- » Fundamental choices and convictions

Student Prerequisites:

This is an advanced course for participants who have mastered the basics of the PMBOK® Guide. Participants should have completed the Project Management Essentials course or the equivalent and have experience managing project teams. This course includes a Platinum Rule® Behavioral Assessment. Participants are requested to complete the assessment prior to attending the course.