

How to Lead a Team

Course Length: Virtual: Four 3.5-hour sessions;
Onsite: 2 days

Professional Development Units (PDUs): 14
(14 Power Skills)

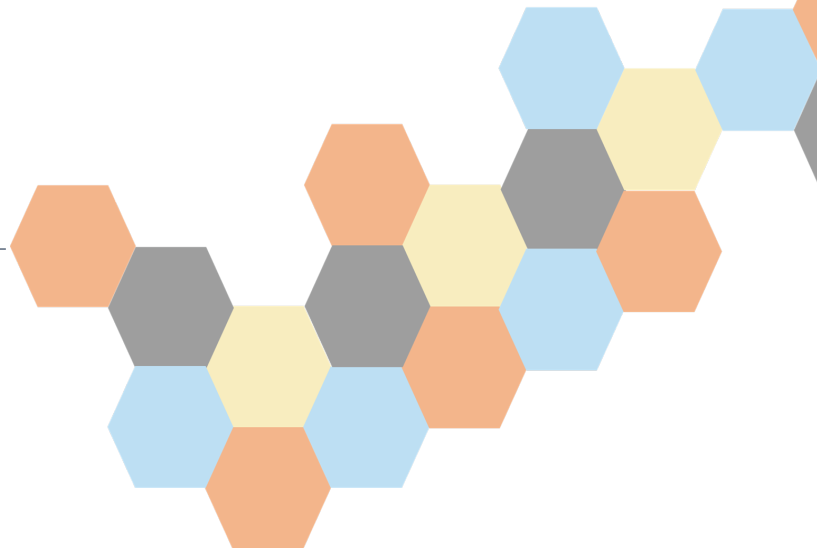
Program Knowledge Level: Intermediate

Field of Study: Business Management &
Organization

Prerequisites: Basic leadership knowledge

Advance Preparation: None

Benefits: Effectively manage a team, stakeholder expectations, and conflict



Course Overview

Understanding the people side of project management can be a challenge for the project manager who is either assigned to a new project or entering into the leadership of an existing project. It is expected that this project manager knows how to effectively manage a team, will understand the stakeholder expectations, and will know how to manage conflict. A project may be going well technically, but team members are at each other's throats, customers are complaining that they don't know what is going on, and resources are not available. It is enough to make the project manager just want to scream – HELP! How to have difficult conversations, select the right conflict resolution strategy and build a framework for how to resolve performance issues are key components of this advanced leadership course. This course is a how-to on effectively managing the people side of projects.

Participants will learn practical approaches to focus on the “soft skill” side of leading projects, both in the face-to-face and the virtual environments. The instructor will guide participants through self-assessment instruments to identify their leadership style, then use that assessment information to better manage conflict, stakeholders, communication, and difficult people management situations. The course provides participants with techniques to improve upon their existing leadership style – making tweaks that can be applied immediately.

Key Outcomes

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

- Assess your leadership style and how to apply other styles when required
- Assess team performance and identify ways to resolve team performance issues
- Describe conflict resolution techniques and when they should be used
- Develop a plan for coping with difficult stakeholders
- Create plans for better communication
- Recognize ways to adjourn a high-performing team

Course Outline

Relationship Awareness Theory® and Strength Deployment Inventory®

- Define what effective leaders do in contrast to what poor leaders do
- Gain a working knowledge of Relationship Awareness Theory
- Validate your motivational value system, and recognize the associated behaviors
- Assess your leadership style
- Identify the types of leadership styles

Conflict Management

- Identify when personal strengths become weaknesses
- Identify behaviors under conditions of conflict
- Identify conflict resolution techniques and when to use them
- Identify difficult stakeholders
- Develop a strategy for coping with difficult stakeholders
- Create a plan for coping with difficult stakeholders

Evaluate and Manage Teams

- Determine the best way to motivate the team based on the Motivational Value System
- Define the evaluation points to use when evaluating team effectiveness
- Develop a template to use to conduct a team performance evaluation

Understanding Communication

- Identify guidelines for meetings – before, during, and after
- Identify ways of managing dysfunctional meeting behaviors
- Determine when it is necessary to hold a difficult conversation
- Develop a plan for managing a difficult conversation
- Understand how to interpret and use body language

Embracing Project Closeout

- Identify how to collect lessons learned
- Discuss process to adjourn the team

How Instructor-Led Training Works

This Instructor-Led Training (ILT) course is facilitated by one of our talented instructors at your location, creating a cooperative and collaborative, learner-centric “classroom.” Our top-rated instructors hold a variety of certifications and have delivered training to organizations in more than 40 countries.

On-site

Participants attend this two-day in-person course, complete activities live during the training session, and participate in discussions focused on the pragmatic application of key concepts. Session materials are provided in PDF format for download and/or printing.

Virtual

This course is delivered virtually using the AdobeConnect platform. Four 3.5-hour sessions are scheduled. Participants attend the virtual sessions, complete activities live during the session,

and participate in discussions focused on the pragmatic application of key concepts. Session materials can be downloaded in PM College's learning management system (LMS).

For more information or to schedule a course, contact info@pmcollege.com.
Follow PM College

