

Course PM130: The Elements of Human Resource Management in Projects

Course Length: 2 days

This 2-day course is designed to help project team members develop the human relations skills that will enable them to deal effectively with customers, coworkers, managers, vendors, and anyone else who they encounter during the course of their project efforts. The course focuses on establishing fundamental skills in teams building, conflict management, successful negotiating, how to navigate politics and develop effective leadership capabilities.

Intended Audience

This course is designed for project managers and project team members who need to develop or enhance their understanding and mastery of the essential interpersonal and communication skills required for successful business relationships. This includes professional interaction with customers, coworkers, managers, vendors, and anyone else who they encounter during the course of their project efforts.

Outline

- Fundamentals of human relations management
- Understanding organizations and organizational behavior
- Encouraging and building competence of individuals, teams, the organization
- Motivating staff in a virtual team environment
- Getting cooperation from regional offices
- Managing conflict (with customers, colleagues, team members)
- Developing negotiation skills to reach consensus w/ stakeholders
- Nurturing interpersonal relations skills
- Conducting effective meetings
- Demonstrating leadership abilities
- Managing expectations (of customers, team members, management)
- Developing a sense of accountability and ownership
- Operating in a political environment and understanding cultural differences and personality styles
- Building commitment among team members
- Developing good communication and listening skills
- How to be assertive when necessary, without creating unnecessary conflict
- Principles of conducting effective briefings
- Dealing with difficult people
- Effective use of rewards and consequences
- How and when to use objective-based, analytical techniques to solve problems and gain consensus

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