



Agenda

Click [here](#) for additional training and schedules.

Leveraging the Human Domain for Effective Stakeholder Engagement

Instructor(s): Bob Mason

Length: 1 day

Prework: None

CEUs: 0.7/see below for PDU breakdown

Level: Intermediate

Training Topic: Business Skill Enhancement

Subtopics: Program Management, Stakeholder Engagement

Training Description:

Stakeholder engagement often determines the success or failure of a project, yet few project managers approach it with a formalized process. In this engaging training, you will enhance your ability to improve stakeholder engagement by learning many of the same concepts and techniques used by military special forces. Similar to physical geography, the “human domain” must be navigated on the path toward a successful project because projects, like most human endeavors, are no stranger to conflict, opposing interests, and outright hostility.

What can an understanding of the human domain do for project managers?

- Shape the project environment to anticipate external challenges and generate options to overcome them.
- Strengthen the resolve and commitment of stakeholders.
- Recognize sources of opposition to the project and develop plans to overcome them.

Human domain fundamentals apply to every project, no matter its size or complexity. This training will provide tools and techniques for project managers to overcome the challenges of operating in this dynamic, misunderstood, and often hidden domain through which projects unfold.

Learning Objectives:

Upon completion of this training, learners will be able to:

- Describe what the human domain is and explain why projects are considered to be operating in the human domain.
- Demonstrate how the fundamentals of the human domain apply to project management.
- Identify the five elements affecting human behavior and distinguish types of personal power.
- Recognize how human domain operations provide the “how to” for stakeholder engagement as described in *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*.

AGENDA

Time	Duration (Hrs:Mins)	Module
8:00 a.m.	8:15	Introductions and Training Overview
8:15 a.m.	9:00	Introduction to the Human Domain <ul style="list-style-type: none"> • What is the human domain? • Who are relevant actors and how do you find them?

9:15 a.m.	9:30	Break
9:30 a.m.	11:00	Why Do People Act the Way They Do? <ul style="list-style-type: none"> • Elements affecting and influencing human behavior • Measurability and changeability of the human domain elements • Motivation and the hierarchy of needs • Understanding personal power
11:00 a.m.	12:00	Lunch
12:00 p.m.	1:00	Human Domain Fundamentals <ul style="list-style-type: none"> • The Basics of influence <ul style="list-style-type: none"> ○ Essential human domain capabilities
1:00 p.m.	2:00	The Human Domain and the <i>PMBOK® Guide</i> <ul style="list-style-type: none"> • What does the <i>PMBOK® Guide</i> say? • Blending human domain fundamentals with <i>PMBOK® Guide</i> guidance • The project human domain framework
2:00 p.m.	2:15	Break
2:15 p.m.	4:00	Practical Applications <ul style="list-style-type: none"> • The project human domain (PHD) planning process • Real-world case study <ul style="list-style-type: none"> ○ Making it personal—Building a PHD plan for your current project
4:00 p.m.	4:30	Human Domain Summary

Professional development units (PDUs) are 1-hour blocks of time spent learning, teaching others, or volunteering. By attending this training, you will be able to achieve the following PDUs as learning hours to apply for PMI certification or to maintain your certification status with PMI. [View](#) how your PDUs align with the PMI Talent Triangle®.

	Technical	Leadership	Strategic	Total
CAPM® / PMP® / PgMP®	7	0	0	7.00
PMI-ACP® / Agile*	0	0	0	0.00
PMI-SP®	0	0	0	0.00
PMI-RMP®	0	0	0	0.00
PfMP®	0	0	0	0.00
PMI-PBA®	0	0	0	0.00

*Please note that the asterisked row above applies to the PMI® Agile Certification Journey and includes DASM™, DASSM™, DAC™, and DAVSC™ certifications.