



Agenda

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

Microlearning Medley of Popular Topics and Essential Skills

Instructor(s): Neal Whitten

Length: 2 days

Pework: None

CEUs: 1.4/see below for PDU breakdown

Level: Intermediate

Training Topic: Business Skill Enhancement

Subtopics: Power Skills, Decision Making Techniques

Training Description:

Are you looking for a microlearning-type experience that addresses a wide variety of the most popular and hottest professional development topics on projects and in the workplace? Welcome! Training attendees select their favorite 10 topics from a list of 20 topics. These 60–90 minute “bursts” or sessions are standalone opportunities to enhance your professional and personal development.

The topics include: Are You Too Soft?; Dealing With Difficult People; Building Your Self-Confidence; Drive Innovation With Disruptive Thinking; Seven Steps to Successful Conflict Management; Creating Client Satisfaction Surveys; Effective Negotiation Skills; Behaviors to Master When Dealing With Your Leaders; Effective Time Management; Effective Mentoring; Top Mistakes in Conducting Lessons Learned; Achieving the Elusive Work-Life Balance; What Makes a Team Member Valuable?; No-Nonsense Advice for What’s on Your Mind; Escalate Is Not a Dirty Word; Behaviors That Lead to Exceptional Performance; Successful Change Management; Top Reasons Why Projects Fail and What You Can Do to Avoid Failure; Self-Assessing and Improving Your Performance Maturity; and Introduction to Agile Scrum. The takeaway training notebook includes all 20 sessions.

Learning Objectives:

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

- Personalize their training needs by choosing the bursts that best serve their team.
- Participate in multiple skill and Knowledge Area sessions within a single training.
- Describe the key lessons from each burst through its summary takeaways.
 - Note: Each 60–90-minute burst has its own learning objectives.

AGENDA

The training contains 10 bursts (or session topics) preselected from a list of 20 potential topics. The outline for each burst is briefly described below. The 2-day training presents five bursts each day with each burst lasting about an hour. The overall agenda is as follows:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Welcome • Objectives for Training • Presentation of 10 Bursts Over 2-Day Training | <ul style="list-style-type: none"> • Training Quiz • Top Takeaways Identified by Attendees • Training Wrap-up |
|---|--|

“Burst” Outlines

(20 bursts available from which to choose)

Behaviors That Lead to Exceptional Performance

- | | |
|--|--|
| <ul style="list-style-type: none"> • Describe behaviors <ul style="list-style-type: none"> ○ Manage daily to your top three priorities ○ Never avoid necessary confrontation | <ul style="list-style-type: none"> ○ Don’t make it personal or take it personally ○ Think like a leader and more ... |
|--|--|

Dealing With Difficult People

- Seven important points
- Definition of a “difficult person”
- Why people can be difficult
- Why people are difficult
- 15 actions to employ to stay in control
 - Take time to pause

- Examine your behavior
- Put yourself in their shoes
- Be willing to listen
- Be candid about the issue
- Project calm and more ...

Effective Time Management

- Self-assessment quiz
- Benefits of good time management
- 10 fundamental time management principles
- Five foundational steps to effective time management

- Time management tips
 - Learn to accept “good enough”
 - Meetings
 - Emails
 - Me time and more ...

Behaviors to Master When Dealing With Your Leaders

- Describe behaviors
 - Don’t dump and run
 - Make it brief

- Don’t complain
- Wear one face and more ...

Drive Innovation With Disruptive Thinking

- Definitions of disruptive thinking and disruptive innovation
- Examples of companies that have implemented disruptive innovation
- Why companies get disrupted
- Characteristics of a disruptive innovative thinker

- How to support your team while practicing disruptive innovation
- Actions your company can pursue to spur disruptive innovative thinking
- Steps in the search for disruptive innovation
- The 10x rule

Seven Steps to Successful Conflict Management

- Definitions of conflict and conflict management
- Identifying the causes of conflict
- The need for conflict management
- Conflict management strategies
- Seven steps to resolving any conflict

- Ground rules for negotiating conflict
- Personal tenets that can help you in resolving conflict
- Characteristics of a mediator
- Actions for changing the conflict culture in your organization

Top Reasons Why Projects Fail and What You Can Do to Avoid Failure

- Definition of “project failure”
- Project failure is expensive
- Projects do not need to fail
- Top 10 reasons why projects fail discussed in three stages:
 1. Information about the reason for failure
 2. Common causes for the failure

3. How to avoid the failure
- Top 10 reasons why projects fail:
 - Incomplete requirements
 - Unreliable estimates
 - Poor risk management
 - Lack of user involvement and more ...

Creating Client Satisfaction Surveys for Projects

- Example criteria to trigger surveys
- Benefits of client satisfaction surveys
- Seven steps in creating and administering client satisfaction surveys

- Using metrics
- Sample survey
- Handout materials

Are You Too Soft?

- Definition of “too soft”
- Why project managers fail
- Examples of too-soft behavior
 - Holds back from providing constructive criticism
 - Avoids escalating to higher levels of management
 - Unwilling to passionately defend the *right* project management plan

Actions to Building Your Self-Confidence

- Definition of self-confidence
- Six tenets of self-confidence
- Example actions to building self-confidence
 - Examine moments of low self-confidence

Achieving the Elusive Work-Life Balance

- Definition of work-life balance
- Why is it so important?
- Self-assessment quiz
- Assessing the score
- Actions in achieving work-life balance

No-Nonsense Advice for What’s on Your Mind

- Open Q&A session

What Makes a Team Member Valuable?

- 16 examples are discussed in three stages each:
 1. Introduction of behavior
 2. Example of behavior positively applied
 3. Brief discussion of example
- 16 examples

Creating a Successful Mentoring Experience

- Definition of “mentoring”
- Benefits of being a mentee
- Benefits of being a mentor
- Benefits to the organization
- Five Steps in finding and working with a mentor
 - Step 1. Determine how you can benefit from a mentor

Effective Negotiation Skills

- Definition of “negotiating”
- Six introduction points on negotiating
- Widespread need for negotiating
- Reasons why people avoid negotiating

Introduction to Agile Scrum

- Definition of agile scrum
- Agile Manifesto
- Glossary of primary scrum terms
- 12 steps in performing a scrum project
- Roles and responsibilities of product owner, scrum master, development team

- Behaves as if there is little to no authority to support their responsibility
- Evades taking a position on an issue rather than alienating others and more ...
- Why we are too soft?
- Behavior of an effective and successful project manager

- Prepare and practice
- Express yourself through body language
- Do not be controlled by what others think about you and more ...

- Create a vision
- Set your priorities each day
- Track your time
- Learn to say “no” and more ...

- List of 10+ Q&A; class can discuss if needed

- Fully participate
- Ask for help
- Be truthful
- Be reliable and more ...
- Discussion of shared values

- Step 2. How to find a mentor
- Step 3. The first meeting
- Step 4. Maintain a productive relationship
- Step 5. How to wind down
- Challenges in a mentoring relationship

- Benefits of effective negotiating
- Identifying the top 10 primary negotiation tips
- Identifying important supporting negotiation tips

- Assessing your project’s compliance to scrum practices
- Answers to other frequently asked questions regarding Scrum

Self-Assessing and Improving Your Performance Maturity

- Identifying 27 behaviors related to performance maturity
- Using assessment instrument, assess proficiency in key behaviors

- Exercise to identify your top three inhibitions
- How to development performance improvement plans
- How to routinely improve and fine-tune your performance maturity

Successful Change Management

- Need for effective change management
- Common causes of change management failures
- 12-step change management model
- Foundational tenets of successful change management

- Operate change initiatives as projects
- Ensure change is aligned to business goals
- Change always takes longer and costs more than anticipated
- Expect resistance and more ...

Top Mistakes in Conducting Lessons Learned

- Identify top 10 mistakes
 - Ensure a well-defined lessons learned process is in place
 - At start of projects, review lessons learned
 - Capture lessons learned throughout the project
 - Solicit feedback on performance of project manager

- During lessons learned, top three things that went well and top three things that did not
- Solve identified problems outside of lessons learned meeting and more ...
- Identify over 10 more secondary lessons

Escalate Is Not a Dirty Word

- Why escalations are a good business tool
- Identify when to escalate an issue
- Identify how to escalate an issue

- Guidelines for effective escalations
- Walk through example escalations
- Identify when an escalation is over

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®	1.5	9.5	3	14.00
PMI-ACP® / Agile*	1.5	9.5	3	14.00
PMI-SP®	0	9.5	3	12.50
PMI-RMP®	0	9.5	3	12.50
PfMP®	0	9.5	3	12.50
PMI-PBA®	0	9.5	3	12.50

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