



Agenda

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

Integrating People, Organizational, and Technical Skills: The Complete Project Manager

Instructor(s): Randy Englund
Alfonso Bucero, PMP, PMI Fellow

Length: 4 days
CEUs: 2.8/see below for PDU breakdown

Prework: None

Level: Intermediate

Training Topic: Communication and Presentation Skills

Subtopics: Resource Management, Power Skills

Training Description:

Difficult times and the challenges of operating virtually make personal skills even more critical. Effective communication, motivation, and interactions among team members and stakeholders all increase in importance.

Seeking the missing ingredients to move from good to great? Looking to move beyond the plateau and find the next generation of skills, mindsets, and processes to transform your performance as a project manager or sponsor? Join Alfonso Bucero and Randall Englund in this training that will demonstrate how to integrate key people with team, business, technical, and organizational skills. Develop the leadership, learning, means, and motivation to advance both personally and professionally.

Case studies and practice sessions help attendees learn from each other and gain knowledge about successful practices. Through the sharing of insights, experiences, attitudes, examples, stories, passions, persistence, and patience that motivate action, learners can develop and apply these practices up, across, and down the organization, especially in politically charged situations. Develop project management immunity to not only survive but also prosper in these pandemic times.

Learning Objectives:

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

- Change their thinking about 12 necessary people skills to become more complete as project managers, lead change, resolve conflicts, and enhance on-the-job performance.
- Apply different approaches to leading and managing projects through assessment of skills and environments, sharing examples and case studies, and identifying proven practices.
- Realize what needs to be done to negotiate, sell, and achieve more optimized project outcomes; learn how to do it, especially in complex and political environments; integrate and practice implementation strategies; and have more fun, both in the learning environment and in the workplace.
- Access tips and techniques from enthusiastic and experienced practitioners, seasoned colleagues, and facilitators.
- Better develop project and program management careers through enhanced abilities to influence all stakeholders.

AGENDA

DAY 1

- Introduction and Objectives
- Leadership and Management Skills
 - Defining a multilevel set of competencies
 - Leading versus managing
 - Managing executives
 - Listening
 - Example: Managing up the organization

- Personal Skills
 - Changing attitude
 - Assessing aptitude
 - Applying passion, persistence, and patience
 - Identifying influence skills
 - Dealing with chaos and the role of purpose and networking
 - Example: Assessing emotional intelligence

DAY 2

- Negotiating Skills
 - Building awareness—do it every day
 - Adopting principled style
 - Applying 10 rules of negotiating
 - Make it win-win
 - Example: Negotiating project objectives with the sponsor

- Political Skills
 - Politics are everywhere
 - Understanding power and politics
 - Dealing with conflicts
 - Speaking truth to power
 - Practice developing a political plan
 - Navigating through political minefields
 - Example: Dealing with stakeholders, especially difficult ones

DAY 3

- Conflict Management Skills
 - Identify type
 - Take action
 - Resolve conflicts
 - Sharing resolution suggestions
- Project Management Skills
 - Defining success and creating a vision
 - Identifying controls or results
 - Cultivating competencies

- Humor and Fun Skills
 - Using humor
 - Making fun a priority
 - Powering up your interaction quotient—frames of reference and dialogue
 - Sharing examples


DAY 4

- Environment Skills
 - Assessing the environment
 - Understanding revitalization and validation
 - Force field exercise
- Organizational Management Skills
 - Perfect organizational storm
 - Shifting from “toxic” to “green”
 - Operating across the organization’s process
- Change Management Skills
 - Identify resistance to change
 - Stages of change

- Sales Skills
 - The sales process
 - Sales presentations
 - Features, benefits, advantages
 - Dealing with objections
 - Getting closure
 - Example: Selling the project management plan to key stakeholders
- Market/Customer Knowledge
- Close: Taking Action
 - Understanding customers and markets
 - Mapping leadership, learning, means, and motivation
 - Preparing and presenting action plans

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®	8	12	8	28.00
PMI-ACP® / Agile*	0	12	8	20.00
PMI-SP®	0	12	8	20.00
PMI-RMP®	0	12	8	20.00
PfMP®	0	12	8	20.00
PMI-PBA®	0	12	8	20.00



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