



## Agenda

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

### Team Member Engagement: Alignment Up, Down, and Across the Organization

**Instructor(s):** Carlene Szostak

**Length:** 2 days

**Pework:** None

**CEUs:** 1.4/see below for PDU breakdown

**Level:** Core

**Training Topic:** Business Skill Enhancement

**Subtopics:** Resource Management, Power Skills

#### Training Description:

Organizations are complex! As a project manager, your role frequently involves motivating and managing outside your direct span of control. Building tiers of cooperation between individuals and departments can reduce stress and add value to the entire organization. Often, creating a sphere of influence can include identifying upstream and downstream internal customers and building a clear understanding of their personalities, including styles of work and personal motivations in order to create open communication and identify specific actions you can take to manage projects and build opportunities for collaboration.

This training, based on internal customer service fundamentals, will allow the project manager to specifically identify and incorporate techniques, address perceptions, and set expectations of others. It is designed for those team members who deal primarily with internal customers. Attendees will have the opportunity to learn and practice proven techniques to better manage expectations, service internal customers, and discover how to keep communication flowing.

#### Learning Objectives:

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

- Identify and investigate sources of both positional and personal power and influence in an organization.
- Maximize both team and personal efficiency using the power of personality.
- Manage and lead more fluidly across departments when lines of authority and responsibility are absent or vague.
- Clearly define a team member's individual commitment and contribution to the organizational vision.
- Successfully communicate progress accurately and honestly with others, using the "bad news first" rule.

## AGENDA

### DAY 1

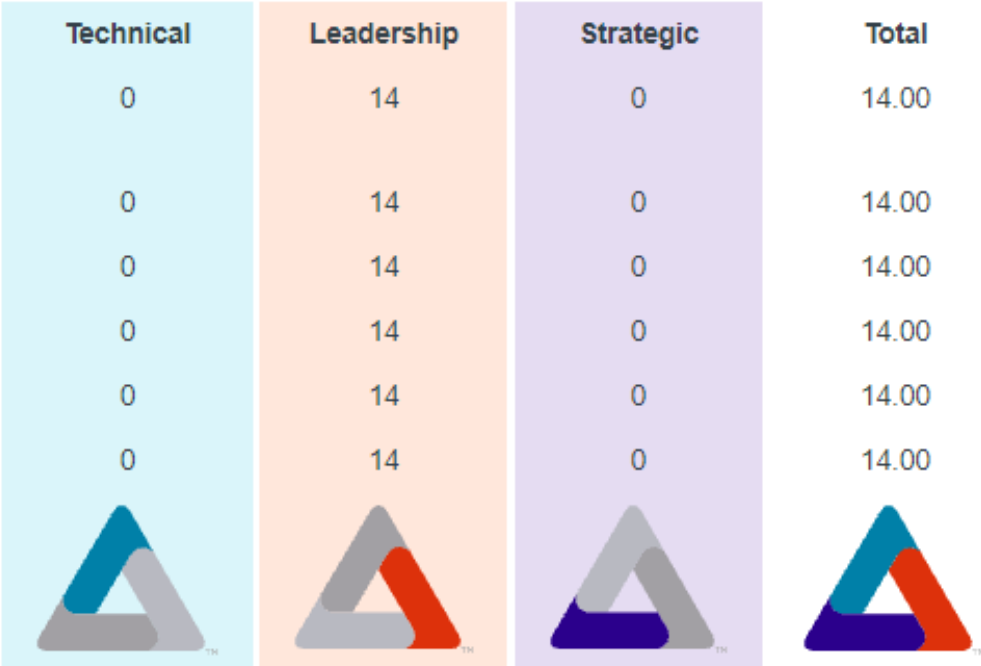
- Welcome, Introductions, and Learning Objectives
- Overview: The Project Manager and the Project
  - The role of a project manager
  - How projects link to organizational success
  - Tools to manage projects and for communication
- Linking Projects to Organizational Success
- Leading the Project Team—Part 1
  - Leading through influence
  - Communicating expectations
  - Developing accountability in others
- Motivating Strategies

### DAY 2

- Welcome and Objectives
- Leading the Project Team—Part 2
  - Accountability
  - Motivation
- Managing Stakeholder Expectations
  - Influencing your stakeholders
  - Communications planning
- Assessing Stakeholder Satisfaction: Lessons Learned
- Wrap-up and Next Steps

**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
<b>CAPM® / PMP® / PgMP®</b>	0	14	0	14.00
<b>PMI-ACP® / Agile*</b>	0	14	0	14.00
<b>PMI-SP®</b>	0	14	0	14.00
<b>PMI-RMP®</b>	0	14	0	14.00
<b>PfMP®</b>	0	14	0	14.00
<b>PMI-PBA®</b>	0	14	0	14.00



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