



Becoming an Effective Communicator - Two-Day Seminar

Program Number: PMGNFE / PDUs: 12

1.0 Introduction

- Seminar member introduction and overview of course material

2.0 Overview of Communication

- Learn communication terminology

3.0 Management by Walkaround (MBWA)

- Discover the importance of using MBWA
- Learn how to use MBWA

4.0 Communication Dimensions

- Learn the types of power a manager has over a project team
- Learn the types of power a manager has depending on the type of organizational structure
- Learn the communication skills required to be a great manager
- Ascertain the different dimensions of communication such as written, oral, listening, and speaking

Group exercise on communicating with your team

5.0 Effective Meeting Skills

- Study basic rules for running effective meetings
- Project team roles in a meeting
- Develop an action plan during a team meeting
- Examine how to take some basic meeting metrics

6.0 Presentation Skills

- Master basic presentation skills
- Learn tips to help you improve your presentation skills
- Develop the basic steps to prepare an effective presentation

Group exercise on using your presentation skills

Course Objectives:

The participants will learn the manager's role in communicating with all levels of an organization.

Learn How to:

- Use conflict skills
- Use basic presentation skills
- Use negotiating skills
- Run an effective meeting
- Use management-by-walk-around techniques
- Avoid failure due to lack of communication

7.0 Negotiation Skills

- Observe basic negotiating skills
 - Learn tips to help you improve your negotiating skills
 - Study basic steps for successful negotiation
- Group exercise on using your negotiating skills*

8.0 Status Reporting

- Develop a status report
- Learn why status reporting is required
- Uncover the rule of thumb for how often to have status reports

9.0 Project Conflict

- Learn how to handle conflict, and how it can benefit the team if handled correctly