



Communication Skills for Successful Project Results

BASIC INFORMATION	<p>Course Title: Communication Skills for Successful Project Results</p> <p>Course Duration: 1 Day</p> <p>Audience: Project Managers and Team Members</p> <p>PDU: 7</p> <p>Prerequisites: CA-PMM Boot Camp for Project Managers or CA-PMM Express Training for Project Managers or equivalent</p>
WORKSHOP DESCRIPTION	<p>This workshop focuses on the key skills, tools and behaviors that underlie collaborative communication, the kind of communication required for successful project results. Project Managers and Team Members learn how to analyze their team’s communication competence as well as build core capability in “dimensional listening”, framing clear messages, advocacy, and communication across differences (e.g. cultural, thinking style, etc.). The workshop also covers the methods and means of communication for virtual and geographically distributed teams, from e-mail to Instant Messaging to Wikis, helping project members select the right vehicle for the communication required.</p>
GOALS	<ul style="list-style-type: none"> • Understand the domains of communication excellence in a project environment • Acquire skills and tools to keep communication flowing smoothly during the course of a project
OBJECTIVES	<p>Each attendee will:</p> <ul style="list-style-type: none"> • Recognize the critical importance of using a collaborative communication approach • Be able to diagnose the project team’s communication challenges and strengths <ul style="list-style-type: none"> ○ Recognize the appropriate roles in the project communication process for each specific project and/or sub-team

- Determine the best communication approach for the audience in terms of vehicles and style
 - Ensure that the project team has established norms for communication within each project
 - Assess the expertise needed for effective communications in each project and staff accordingly
- Build capability in using communication as the foundation for collaborative project relationships by learning how to:
 - Earn trust by sharing information and being transparent in project communications
 - Focus on mutual goals, helping project members regain focus on joint commitments
 - Make and manage effective agreements on deliverables/tasks, hand-offs and status reporting
- Work through project break-downs productively by learning how to:
 - Use a process to diagnose without blame
 - Focus on what can be learned and changed for improvement
 - Provide and receive constructive feedback about performance within the project
- Select a personal development action he/she can take to become a more effective communicator in the project environment