

# PM3 TEAM BUILDING AND COMMUNICATION ( Three Days)

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**OR**

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## **COURSE OBJECTIVES**

A three-day course that provides a comprehensive understanding of the softer skills required by managers in a project environment. It highlights the importance of teamwork and equips the participants with the important knowledge needed to in relationship building, synergetic teamwork, and effective communication.

## **WHO SHOULD ATTEND**

The course is aimed at candidates involved in projects requiring synergetic teamwork and communication with people from different disciplines and background. It is also important for managers and technical staff who wish to enhance their presentation skills, and gain a comprehensive understanding of the softer issues of Project Management.

## **COURSE CONTENT**

Upon completion candidates should have a Comprehensive understanding of the following topics:

- **Team Aspects**
  - Understanding and analyzing the others position.
- **Selection**
  - Identifying team roles.
  - Identifying team player types.
  - Strengths and weaknesses of team players.
  - Mixing the correct team roles.
- **Leadership**
  - Motivation.
  - Resolving Conflict.
- **Working**
  - Parts of teams.
  - Understanding roles.
  - Personnel issues.
- **Negotiation**
  - Preparing for negotiations.
- **Conflict Management**
  - Understanding appropriate tactics.
  - Using the team approach.
- **Potential causes of project conflict**
  - Sources of conflict.
  - Conflict handling modes.
  - Conflict management.
- **Presentation & Communication Skills**
  - The principles of persuasion
  - Make people listen
  - Presentation types
  - Questions
  - Principles of learning
  - Getting your message across