

Effective Project Team Communication in the New Virtual World for Project Managers, Engineers and other Technical Professionals

This 2-day practical and interactive **live online workshop** helps participants maximize the effectiveness of their projects and programs by learning how to successfully communicate with Team Members, Senior Executives and Customers in the virtual world.

14
PDU

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Workshop Focus

Understand the principles and practice of effective communication in a Virtual / Online setting

Assess how you communicate and what the skill gaps are; then practice improvements

Design and deliver powerful & concise messages and practice with peers

Learn how to effectively communicate in a range of typical situations, such as team meetings, reporting, persuading, negotiating and resolving issues

Leverage the effectiveness of your interaction with other virtual parties, whether they be customers, senior managers, team members or other stakeholders

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Overview

In today's volatile, uncertain, complex and ambiguous business world, successful organizations are those that have the leadership and the skills to adapt rapidly.

Recent events have brought this forcefully home

To add to the challenges, we live in a project-driven, complex and global business environment, in which the traditional hierarchical lines of structure, authority and reporting no longer have the central importance that they once had. Instead, successful companies have realized that project-based teams spanning networks across functional, global, and seniority divides are required if they are to meet the ever-increasing challenges of delivering high complexity projects on time and in a competitive environment.

Whereas once technical skills were sufficient, recent reports have highlighted communication skills, as one of the biggest skills gap experienced by today's project teams. And the reality is that this communication is of necessity now largely in the virtual world.

This workshop is designed to address that skills gap, and provides participants with not only solid knowledge, but practical communication tools, techniques and skills that they can use immediately.

Objectives and Style

The objective of the workshop is to provide participants not only with an awareness of the importance of excellent communication skills in business, but also to give them proven and practical tools to do this.

This workshop runs as sequences of presentations, discussions, role-play exercises and debriefs

Delivery Method

Because the workshop is virtual, participants have instant practice in the skills of remote communication. But even though that communication is virtual, it still has the same objectives, whether it be to report to management, gather information, hold a team meeting, communicate with customers, conduct a negotiation or other.

The workshop runs as sequences of presentations, discussions, workshops and debriefs. There are a number of different types of exercises that we use:

1. Team discussion and brainstorming: for example, produce a list of what you don't know about your customer, but should know before a meeting. We use virtual breakout rooms to allow teamwork.
2. Case Studies: Simple but realistic case studies (based on real-life examples) – team discussion of what would you do in given situations (for example, client is pushing you to do something unreasonable, even unethical; management has unrealistic expectations).

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3. Demonstrations: For example, in teams produce 2 short role plays for the rest of the group about how you would deal with a particular situation (for example, telling a customer that something isn't possible; presenting bad news to management; negotiating a solution internally). Show the wrong way to do it, then the right way to do it.

(This works very well indeed in showing the effectiveness of planning and application of communication techniques, as participants soon realize that what they have identified as the wrong way to communicate something is often the way they normally do it - and is very funny usually!)

4. Presentations: During the workshop we learn some powerful virtual presentation methods concentrating on how to prepare and then communicate a powerful compelling message. Participants get a chance to practice this.

A major barrier to effective communication may be an individual's nervousness (and the resulting deleterious effect on their ability to communicate). This may be through fear of the customer's reaction, fear of management's reaction, a lack of confidence that they appear credible to their audience, or simply a fear of standing up in front of an audience and making a presentation. During the training we give participants some very practical tools & techniques to overcome these fears.

Why attend this course if you are a Project / Program Manager?

The biggest skills gap faced by programs and projects in this complex and global business world is communication. Project managers spend 90% of their time communicating, and there is a direct correlation between excellent communication and project success. For projects to be successful, managers need to adapt quickly and efficiently to challenges and opportunities presented by this new and required virtual communication environment. This course gives project and program managers the skills to do this.

Why attend this course if you are an Engineer or other Technical Specialist?

It has been said that 'communication' is what is understood by your audience. And unfortunately, messages are often lost or misunderstood during the process of communication. Great communicators have the critical skills necessary to ensure not only that the intended message is understood, but also that the message is persuasive. The virtual communication world presents additional challenges, but also opportunities for those with the skills and the confidence to adapt to it. This course provides you with the essential skills and practice so that you are confident in using them.

What are the Business Benefits for your organization?

Poor communication is a common feature of failing projects and programs. And communication is not just words –communication must also persuade, negotiate, resolve conflict, get stakeholders on side, convey powerful messages. Virtual communication presents additional challenge, but it also presents opportunity for the organizations able to quickly adapt to the new environment. This course will give your teams the confidence and skills that they need to effectively and successfully communicate in our new virtual world.

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Agenda

Setting the Scene

- The importance of great communication
- The building blocks of communication
- Different modes of communication
 - customers
 - senior management
 - team
 - other stakeholders
- The Virtual environment

Communication Skills

- What is communication?
- Communication Intelligence
- Barriers to communication
- Cultural issues
- What you say vs. how you say it vs. body language.
- Active Listening
- Problem solving & resolving conflicts
- Knowing yourself
- Empathy – seeing things from the other parties perspective
- How small things can make a difference

Virtual Collaboration & Leadership

- Virtual team challenges and advantages
- The 6 skills of virtual collaboration
- Planning for virtual collaboration
- Being a great virtual leader
- Managing people in the virtual world

Effective Presentation

- Presentation Planning
- Constructing an effective & compelling presentation

- Delivering the message
- Handling questions
- Dealing with a 'hostile' audience
- Sources of authority (where there may be limited 'actual' authority)

Modes of Communication

- Team meetings & team building
- Managing people
- Reporting
- Delivering bad news(!)
- Negotiation
- When to use writing as follow up and how

Communicating with Customers

- What do customers want?
- High impact meetings
- Structuring & controlling questions

Communicating with Senior Management

- What does senior management want?
- Senior management communication styles
- Dealing with tough approaches
- Building relationships
- The importance of delivering on promises
- The elevator pitch

Communicating with Internal Stakeholders

- Influencing without authority
- Organizational collaboration and its effect on the customer experience
- Doing your homework

Where to Start

- Summary
- Action plans

Workshop starts each day at 9am and finishes around 4pm. Breaks are provided.

All participants will receive the **Certificate of Attendance**. The course is in line with PMBOK® Guide 7th edition and provides 14 PDUs / Training Hours.

