

HOW TO COMMUNICATE SUCCESSFULLY WITH PROJECT TEAMS - EXTENDED

Course Code: PA103E

Duration: 14 hours

Credits: 14 PDUs

Course Description

Participants will learn the various elements and forms of communications, the skills and best-practiced guidelines to effectively communicate critical project information in a concise, timely and targeted format taking into account communication barriers, verbal and non-verbal messaging elements, group and electronic communications and intercultural diversity. Individual exercises combined with interactive group discussions, team workshops and role play will offer participants ample opportunities to apply learnt communication skills.

Target Audience

Individuals who will benefit from this course include Project Managers/Leaders and Team Members

Course Objectives

Effective communication is the foundation of project success helping course participants better understand all project stakeholders and to express themselves and ideas more effectively

Course Outline

Module 1: Effective Communication Elements

- Definition and project context
- Communications plan
- Communication forms and methods
- Communication models and channels
- Constructive feedback
- Active listening

Module 2: Communication Barriers

- Filters and selective perceptions
- Attitudes, beliefs and values
- Emotions and meanings
- Noise and environmental factors
- Language and misinterpretation
- Differences and assumptions

Module 3: Verbal and Non-Verbal Communications

- Written and oral: styles and guidelines
- Tactile: handshaking techniques
- Spatial: personal space interaction
- Vocal: voice pitch, tone, volume and pace
- Visual: appearance and body language
- The 7%-38%-55% rule: study findings

Module 4: Group Communications

- Interpersonal communication styles
- Organizational networks and meetings
- Mass distribution, channels and persuasion
- Public speaking, presentations, visual aids

Module 5: Electronic Communications

- Teleconferencing/Videoconferencing
- Website components and design
- Social media use in project management
- E-mail etiquette, structure, methodology

Module 6: Intercultural Communications

- Cultural diversity considerations
- Cultural sensitivity and awareness
- Cultural impacts on project communications
- The spectrum of prejudice