

HOW TO COMMUNICATE SUCCESSFULLY WITH PROJECT TEAMS

Course Code: MH203E

Duration: 7 hours

Credits: 7 PDUs

Course Description

Participants will be introduced to various forms of communication and the skills to effectively communicate critical project information in a concise, timely and targeted format. Participants are provided examples taking into consideration communication barriers, verbal and non-verbal messaging elements, group and electronic communications and intercultural diversity. Individual exercises combined with interactive group discussions, and role play, participants apply learnt communication skills to engage and interact with project teams and stakeholders.

Target Audience

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

Course Objectives

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

Course Outline

Module 1: Effective Communication Elements

- Definition and project context
- Communication model and forms
- 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

- Mass distribution and media channels
- Organizational networks and meetings
- Public speaking and presentations
- Interpersonal communication styles

Module 5: Electronic Communications

- Teleconferencing/Videoconferencing
- Website content and components
- 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