

HOW TO COMMUNICATE SUCCESSFULLY WITH PROJECT TEAMS

Course Code: MH203

Duration: 1 day

Credits: 7 PDUs

Course Description

In this comprehensive one-day course, attendees will be introduced to various forms of communication and the skills to effectively communicate critical project information in a concise, timely and targeted format. The course considers various communication barriers, verbal/non-verbal communication elements, group and electronic communications. Individual exercises combined with interactive group discussions, and role play allow attendees to apply learnt communication skills to engage and interact with project teams and stakeholders.

Target Audience

Individuals who will benefit from this course include project leaders/managers, project team members, managers, directors, project sponsors and any other stakeholders working in a project environment.

Course Objectives

- Definition and key elements of effective communication
- Characteristics of constructive feedback and active listening
- Typical communication barriers faced by project stakeholders
- Elements of both verbal and nonverbal communications
- Differences between written and oral communications
- Descriptions of spatial, vocal, visual and tactile communications
- Information flow in organizational networks
- Key components of public speaking presentations
- Impact of behavioural styles on interpersonal communications
- Social media being actively employed in projects
- Importance and effectiveness of well-structured e-mails

Course Outline

Module 1: Effective Communication Elements

- Definition and project context
- Communication model and forms
- Constructive feedback and 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 communications
- Tactile and spatial communications
- Vocal and visual communications
- The 7%-38%-55% rule

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