

Number	Course Name	Days	PDU's	Cost
SOFT	Soft Skills for Project Managers	2	14	\$895

See www.softkeyinc.com/pmu.php for course schedule.

In today's project environment, project managers face many difficult and complex "people issues" that can make completing a project in a successful and cost effective manner almost impossible. New methods of facilitative management are required for a project manager to manage a project successfully. This course takes a hard look at the soft skills that can make or break a project and provides tools and techniques to develop these skills. The course covers areas such as building effective teams, managing expectations, effective delegation, how to motivate and negotiate, conflict management, pushing back and overcoming resistance, communication styles and strategies, effective listening, virtual teams, building effective business relationships and much more.

Topics:

▶ Building effective relationships	▶ Effective communication	▶ Communication model & styles
▶ Virtual communication	▶ Email etiquette	▶ Pushing back or saying "no"
▶ Managing expectations	▶ Delivering bad news	▶ Conflict management
▶ Negotiating	▶ Effective delegation	▶ Motivating the team
▶ Overcoming challenges on outsourced projects	▶ Building effective teams	▶ Building rapport

At the end of this course you will understand:

- ▶ Strategies for building effective business relationships
- ▶ Building effective teams
- ▶ Resistance to change and how to overcome it
- ▶ The role of culture in an organization
- ▶ Techniques for pushing back or saying "no"
- ▶ Strategies for managing expectations
- ▶ Techniques for effective delegation and negotiation
- ▶ Techniques for motivating team members
- ▶ The importance of communication
- ▶ What makes a good communicator and reasons for miscommunication
- ▶ The communication model and communication styles
- ▶ The importance of nonverbal communication
- ▶ Communication methods
- ▶ How to listen effectively and how to deliver bad news
- ▶ Strategies for dealing with conflict
- ▶ Fundamental email etiquette

