

## 203 Communications Skills for PMs

### Designed For:

Certified project managers who want to enhance their skill in managing diverse cross-functional teams.

### Learning Objectives:

Learn techniques for applying a range of leadership styles, creating a high performance project team culture, dealing with diversity, overcoming communication challenges and inspiring excellent team performance.

### Tuition & Credits:

\$1,500.00 Includes all course materials. Prerequisites: You must hold a PM certification or be approved by one of our faculty members. The American Council on Education has recommend this course for 3 graduate school credits and the Project Management Institute (PMI®) has awarded it 60 PDUs.

### Learning Process:

Reading assignments, lectures on WebCD, movies of project teams in action which you analyze in written papers and assessments of your work project team require approximately 50-65 hours of work. You will use a project from your work throughout the course for analysis and to demonstrate your mastery of the subject matter.

### Course Modules

1. What Makes a Project Team Effective? movies: "The Dysfunctional Project Team" & "Work Group vs. Work Team." Identify the characteristics of an effective project team and the key differences between workgroups and teams.
2. Developing Effective Project Teams - movie: "Forming, Storming & Norming." Set a clear direction, create a vision, obtain commitment and coordinate the team effort. Create an effective team climate and manage the team-building process.
3. Leadership Styles - movie: "The Stylish PM." Learn effective leadership attributes, the tools to develop them and the team phases in which effective leadership is most crucial.
4. Diversity and Communication Challenges - movie: "Coping with Diversity." Comprehend the critical dimensions of cultural differences and team member roles in the multi-national project team culture.
5. Team Communication Plan - movie: "Lotsa Yakking, No Listening." Develop an effective communication plan, including constructive listening and communication channels. Overcome communication barriers, destructive roles and conduct efficient team meetings.
6. Team Building Process - movie: "Conflicts Abound." Identify the symptoms of ineffective teams and learn a team development model. Evaluate the communication enhancers/barriers and measure team performance.
7. Inspiring High Performance Teams - movie: "The Virtues of High Team Performance." Use negotiation, authority and accountability to build team values and increase motivation. Encourage effective team decision-making and apply creativity in problem solving.



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# Enrollment Form

## Study anytime, anywhere with no expiration or slow downloads

View your class lectures with no slow downloads and access them for your entire PM career.

## Actually plan, schedule & control a project step by step

You'll actually complete every steps in the project lifecycle with hands-on use of PM software, make presentations and write scope and charter documents.

## Practice interpersonal skills in e-simulations

Ask and answer questions from sponsors and stakeholders in role-playing e-simulations with your instructor.

## More instructor contact than any in-person class

Receive written feedback on all 10-14 assignments and answers to your questions within 24 hours; we'll even ask you to redo an assignment until you have mastered it.

## Enrollment Form

*Fax to 303-756-0603 or enroll by phone 800-942-4323*

Name \_\_\_\_\_

Billing address \_\_\_\_\_  
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Phone number(s) \_\_\_\_\_ and \_\_\_\_\_

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CVV \_\_\_\_\_ (3 or 4 digit verification code)

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