

# COMMUNICATION ESSENTIALS FOR PROJECT MANAGERS

Course Code: 7654

Gain understanding into how artificial intelligence can be leveraged as a tool, however not as a replacement for successful project management.

**Effective communication is the single most critical factor in successful project management.**

In this course, project managers develop the communication and leadership skills needed to influence stakeholders, guide teams through change, and navigate conflict with confidence. Participants strengthen their interpersonal communication techniques, apply ethical principles throughout the project lifecycle, and learn how to lead conversations that drive clarity, alignment, and results.

**As a result, project managers will be better equipped to:**

- Influence stakeholders with clear, confident communication
- Lead teams through change with trust and transparency
- Navigate difficult conversations and resolve conflict effectively
- Tailor messages for executives, teams, and sponsors
- Communicate decisions, risks, and priorities with greater impact
- Utilize AI communication techniques to improve stakeholder interaction

**New for today's modern project environment**, this course now includes a dedicated focus on leveraging AI to enhance project communication. Participants explore how AI-powered tools can help prepare clearer messages, adapt communications for different audiences, anticipate communication risks, and support better decision-making—giving project managers a practical advantage in an increasingly complex and fast-paced world.

What You'll Learn

- Essentials of communication theory
- Core communication skills in various situations for maximizing desired outcomes
- Strategies to better assimilate verbal information
- Communicate clearly and appropriately with greater confidence
- Expand your influence with your project peers
- Identify and apply important listening habits
- Improve the communication flow and overcome barriers within the project world
- AI communication techniques for modern PM landscape

- Understand how AI can support strategic stakeholder communications

#### Who Needs to Attend

- Associate Project Managers, Project Managers, IT Project Managers, Project Coordinators, Project Analysts, Project Leaders, Senior Project Managers, Team Leaders, Product Managers and Program Managers.
- People interested in developing their communication skills within the project environment

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CLASSROOM LIVE

\$1,095 CAD

1 Day

## Classroom Live Outline

### 1. **Interpersonal Communication: How to Communicate More Effectively**

- as a Project manager
- The Communication Loop
- Filters and Barriers
- The Interpersonal Gap
- Active Listening

### 2. **Influence**

- Influences on a Project Manager
- Influence Styles
- Power and the Project Manager
- Definitions

### 3. **Effective Teams**

- Team Roles
- Stages of Project Team Development
- Forming
- Storming
- Norming
- Performing
- Deforming
- Team Process and Functional Teams

### 4. **Conflict**

- What is Conflict?
- Constructive Conflict vs. Destructive Conflict
- Conflict Reactions to Avoid
- Conflict Resolution Techniques
- Staying Calm in Conflict Situations

### 5. **Using Communication Tools Effectively**

- What is Virtual Communications?
- Keys to Virtual Communication Success

- Communication Technologies
- Leveraging AI to Enhance Project Communication
- **Example sub topics (lightweight, PM appropriate):**
  - ☒ Using AI to:
    - ☒ Draft clear, audience appropriate messages
    - ☒ Improve clarity, tone, and structure
    - ☒ Summarize meetings and discussions
    - ☒ Prepare difficult or high stakes communications
  - ☒ Risks, limitations, and ethical use of AI in PM communication
  - ☒ AI as a thinking partner, not an authority

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VIRTUAL CLASSROOM LIVE

\$1,095 CAD

1 Day

## Virtual Classroom Live Outline

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- The Interpersonal Gap
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Jul 13 - 13, 2026 | 8:30 AM - 4:30 PM EDT

Sep 21 - 21, 2026 | 8:30 AM - 4:30 PM EDT

Nov 2 - 2, 2026 | 8:30 AM - 4:30 PM EST



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PRIVATE GROUP TRAINING

1 Day

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