

# IMPROVING PROJECT COMMUNICATIONS AND STAKEHOLDER MANAGEMENT

Course Code: 821778

This course focuses on improving both the efficiency and effectiveness of all project-related communications.

This course, based on PMI®'s PMBOK® Guide, seventh Edition, focuses on improving both the efficiency and effectiveness of all project-related communications, from initial planning through closure. It also examines best practices for identifying and engaging stakeholders, a critical component for successful projects. Participants will apply all course principles to a work-related case study taken directly from their work environment.

## What You'll Learn

Upon successful completion of the Improving Project Communications and Stakeholder Management Training Course, you will understand:

- Project Communication Management Processes
- Project Stakeholder Management Processes
- Initiating Stakeholder Processes
- The Communications Management Plan
- How to Execute Communication Processes

## Who Needs to Attend

This course is intended for:

- Project managers, project team leads, and project team members (with or without a currently-active PMI certification) who want to gain a deeper understanding of and hands-on experience with project management tools, techniques, and outputs related to the subjects (Knowledge Areas) of project communications and stakeholder management as documented in the PMBOK® Guide, Seventh Edition.
- Professionals who hold current PMP®, PgMP®, or other PMI credentials, who wish to earn Professional Development Units (PDUs) to maintain their PMI certification.

## Prerequisites

To ensure that you benefit fully from this course, you should have experience managing, leading, or contributing to projects. A PMI project-management

credential such as PMP® or CAPM® is recommended but not required.

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VIRTUAL CLASSROOM LIVE

\$1,995 CAD

2 Day

## Virtual Classroom Live Outline

### **Lesson 1: Project Communications and Stakeholder Mgt. Overview**

- Project Communications Management Overview
- Communication Dimensions
- Communication Skills
- Project Communication Management Processes
- Project Stakeholder Management Overview
- Project Stakeholder Management Processes
- Interpersonal Communications
- Take a Communications Strengths Inventory
- Communication Styles
- Case Study Selection

### **Lesson 2: Initiating Processes**

- Identify Stakeholders
  1. Identify Stakeholders Overview
  2. Stakeholder Analysis
  3. Stakeholder Classification Models
  4. Salience Model
  5. Stakeholder Register
  6. Create a Stakeholder Register

### **Lesson 3: Planning Processes**

- Plan Communications Management
  1. Plan Communications Management Overview
  2. Communications Management Plan
  3. Common Project Management Communication Documents
  4. Communication Tools
  5. Create a Communications Management Plan

- 6. Virtual Team Communications
- 7. Virtual Teams Technologies
- 8. Virtual Teams Best Practices
- Plan Stakeholder Engagement
  - 1. Analytical Techniques
  - 2. Stakeholder Engagement Plan Sample Content
  - 3. Create a Stakeholder Engagement Plan

#### **Lesson 4: Executing Processes**

- Manage Communications
  - 1. Manage Communications Overview
  - 2. Communication Methods
  - 3. Communication Model
  - 4. Communication and Active Listening
  - 5. Negotiations
  - 6. Three Crucial Elements of Negotiations
  - 7. Win-Win Negotiating
  - 8. Win-Lose Negotiating
  - 9. Conduct a Win-Win Negotiation
  - 10. Communicating Bad News
  - 11. Body Language
  - 12. Business Attire
  - 13. Improving Your Body Language
  - 14. Verbal Communication
  - 15. Public Speaking
  - 16. Audience Involvement
  - 17. Listening Skills
  - 18. Project Meetings
  - 19. Written Communications
  - 20. Powerful Writing
  - 21. Email Guidelines
  - 22. Presentation Design Best Practices
  - 23. Create a Presentation
- Manage Stakeholder Engagement
  - 1. Manage Stakeholder Engagement Overview
  - 2. Review an Issue Log

#### **Lesson 5: Monitoring and Controlling Processes**

- Monitor Communications
  - 1. Performance Reporting
  - 2. Tracking Gantt Charts
  - 3. Worksheet Information
  - 4. Milestone Charts
  - 5. Bar Chart Graphs
- Monitor Stakeholder Engagement
  - 1. Best Practices

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