

## Making Projects Work

This highly interactive, results-focused workshop is ideal for project team members, practicing project managers and project leaders who need to achieve consistent project success through people. Participants will acquire advanced interpersonal skills and learn consensus-building techniques that help provide clarity and garner commitment from team members, customers and management. These influential skills are instilled in participants through real-world scenarios, which continually reinforce the skills, techniques and concepts necessary to improve project results immediately upon return to the workplace.

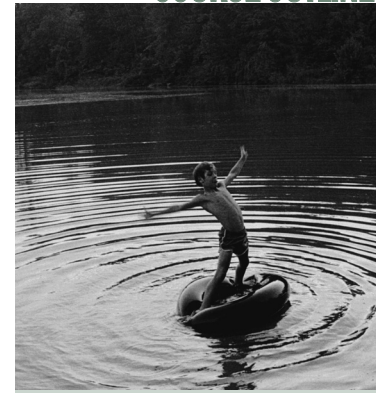
### FEATURES

- As a team, participants will work ▪ Our facilitators bring real-world experience to every workshop.
- Participants will be led, not lectured, through a combination of presentations and hands-on exercises.
- Our workshops provide an experiential environment where participants can take risks and make adjustments based on their results before approaching large projects.
- Our workshop is consistent with the Project Management Institute's *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*.

### DISCOVER HOW TO

- Create and communicate a shared sense of purpose between the project team and stakeholders about your project.
- Involve and engage key customers and use the views of others to create commitment and advance your project.
- Prepare to make difficult requests and influence people with whom you do not have official power; for example, obtaining additional resources for your project.
- Use group facilitation skills to create a common reference point that includes the description of the business problem, where the project is going, how to actualize it, and stakeholder involvement at any given point in the project.

PMBOK is a registered mark of the Project Management Institute, Inc.



**DURATION:**  
Traditional - 2 days.  
Virtual - 16 hours.

**CAPACITY:** 20 people.

**WHO SHOULD ATTEND:** those who must influence project customers and other team members.

**PREREQUISITES:** experience in project management; that is, for those who are indirectly or directly in a position to influence the outcome of a project.

**PDU:** 16 credits.

## COMPETENCIES

Scope Planning  
Negotiating  
Communicating  
Problem Solving

## PM KNOWLEDGE AREAS

Scope Management  
Time Management  
Human Resource Management  
Communications Management

## OUTLINE SUMMARY

### Workshop Introduction

- Customer and team interface issues throughout the life of the project.

### How to Build Commitment and Accountability Through Effective Negotiation

- Common deficiencies and problems with negotiating agreements.
- Key elements in building commitment.
- Negotiation principles.
- 8-Step negotiation model/process/practice simulations.

### Influence Through Selling Ideas

- Initiating negotiations, promoting ideas, making difficult requests.
- Participant application to real project situations.

### Group Facilitation

- Conceptualizing and planning a successful facilitation.
- Modified 8-Step negotiation model for groups.
- Facilitation tips to jump start and advance discussion/ground rules for facilitators.

### Process Start-Up Matrix

- Components: scope facilitation, stakeholder map, and force field analysis.
- Building a sense of project purpose/ application to team building.
- Responding to the project management process by using participants' actual projects.

### Scope Facilitation Technique

- Group facilitation process gets people excited about change.
- Builds commitment between team and stakeholders.

### Stakeholder Mapping and Analysis

- Identify those who can help advance the project.
- Identify their assumptions and expectations about the project.

### Force Field Analysis

- Group facilitation process quickly uncovers the constraints, assumptions, and risks.
- Create strategy to respond to barriers associated with your project.

### The Art of Managing Resistance

- Understand your role in resistance.
- Respond to resistance by defining causes and create appropriate actions.

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