Sys·tem·a´·tion®

Managing Project Crisis

Project management processes and tools are only as effective as the people who use them. This is especially true when it comes to project leadership. The Managing Project Crisis workshop is designed to help project managers become better team leaders by honing their skills in the key areas of communication, motivation, expectation setting and problem resolution. Participants emerge from this two-day workshop equipped with immediately usable skills that empower them to lead teams towards desired project outcomes and organizational goals.

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

CAPACITY: 20 people.

WHO SHOULD ATTEND: skilled project managers who want to take their leadership to an advanced level.

PREREQUISITES: For professionals with project management experience.
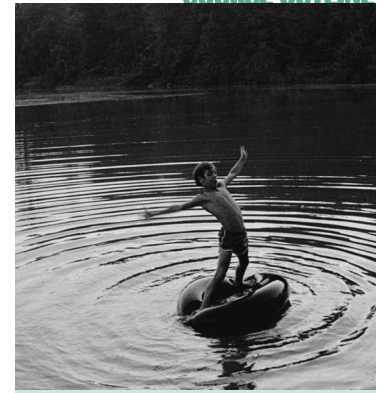
PDUs: 16 credits.

FEATURES

- 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

- Apply concepts, skills, and strategies applicable to any organization or environment.

- Analyze any challenging leadership situation.

- Identify and select appropriate alternatives for meeting leadership challenges.

- Structure and prepare for important conversations.

- Use five key skills to improve interpersonal effectiveness.

- Apply a structured approach to resolution of project crisis.

- Make a plan of action for improving leadership.

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

COMPETENCIES

Team Leadership
Problem Solving
Performance Management

PM KNOWLEDGE AREAS

Human Resource Management
Communications Management

OUTLINE SUMMARY

Introduction
- Team formation exercise
- Workshop methodology
- Workshop objectives and agenda

Master Strategy I: "The Conversation"
- The importance of communication
- "The Conversation" strategy

Key Skills
- Asking fact-based questions
- Asking value-based questions
- Hearing others
- Communication benefits and consequences
- Building rapport
- Key skills case study and strategic application

Master Strategy II: "The Approach"
- The importance of structure
- "The Approach" strategy

Project Crisis Case Studies
- Negotiating stakeholder agreements
- Resolving conflicts with stakeholders
- Launching a project team
- Responding to change requests
- Enforcing agreements and commitments
- Announcing project changes

Application Exercise
- Real-life challenges and crises
- "The Approach" strategy application
- "The Conversation" strategy application

Workshop Conclusion
- Personal action plan

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Get to the Heart of the Matter.®