Improving Project Communications and Stakeholder Management Course Outline

Course Overview

This course, based on PMI®'s *PMBOK® Guide, Sixth Edition*, focuses on both improving 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 project. Participants will apply all course principles to a work-related case study taken directly from their work environment. Participants will earn 14 PDUs upon completing this course.

Course Details

Class Duration	2 days (14 contact hours)
Course Materials Provided	Electronic course files, including participant manual and templates
Course Price	$995 per participant. Special group pricing available.
PMI Course Number; PDUs	3446L16DAU; 14 PDUs

Prerequisites

Some experience working on projects helpful, but not required.

Instructors

We hand pick our instructors to ensure you receive a top-quality educational experience. Some of our instructors have over 20 years of experience in the field, as well as years of adult education experience. We require that our instructors have a minimum of 10 years of experience in the subject matter they deliver, as well as at least three years of adult education classroom experience. Your training class is only as good as your instructor.

Our founder, Brian Salk, PhD, PMP®, PMI-ACP®, personally hires and trains all of our instructors. Our instructors attend Dr. Brian's intensive train-the-trainer session, designed to help instructors deliver effective, interactive, and informative training sessions that are tailored to the unique learning styles of adult students. Dr. Brian's highly interactive teaching style is based on proven educational theory and over 25 years of practice. He has won the prestigious Worldwide Excellence in Training award four times.

Pinnacle Professional Development, LLC
www.pinnacleprodev.com
37510 Sienna Oaks Drive
New Baltimore, MI 48047
For sales information, contact Brian Salk, PhD 586-295-2519; brian@pinnacleprodev.com

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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
  - Identify Stakeholders Overview
  - Stakeholder Analysis
  - Stakeholder Classification Models
  - Salience Model
  - Stakeholder Register
  - Create a Stakeholder Register

Lesson 3: Planning Processes
- Plan Communications Management
  - Plan Communications Management Overview
  - Communications Management Plan
  - Common Project Management Communication Documents
  - Communication Tools
  - Create a Communications Management Plan
  - Virtual Team Communications
  - Virtual Teams Technologies
  - Virtual Teams Best Practices

- Plan Stakeholder Engagement
  - Analytical Techniques
  - Stakeholder Engagement Plan Sample Content
  - Create a Stakeholder Engagement Plan

Lesson 4: Executing Processes
- Manage Communications
  - Manage Communications Overview
  - Communication Methods
  - Communication Model
  - Communication and Active Listening
  - Negotiations
  - Three Crucial Elements of Negotiations
  - Win-Win Negotiating
  - Win-Lose Negotiating
  - Conduct a Win-Win Negotiation
  - Communicating Bad News
  - Body Language
  - Business Attire
  - Improving Your Body Language
  - Verbal Communication
  - Public Speaking
  - Audience Involvement
  - Listening Skills
  - Project Meetings
  - Written Communications
  - Powerful Writing
  - Email Guidelines
  - Presentation Design Best Practices
  - Create a Presentation
- Manage Stakeholder Engagement
  - Manage Stakeholder Engagement Overview
  - Review an Issue Log

Lesson 5: Monitoring and Controlling Processes

- Monitor Communications
  - Performance Reporting
  - Tracking Gantt Charts
  - Worksheet Information
  - Milestone Charts
  - Bar Chart Graphs
- Monitor Stakeholder Engagement
  - Best Practices

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