

PSC: Project Stakeholder & Communication Management

Objective: Managing communication and stakeholder expectation is one of the key project success factors that professional project managers need to be aware of and practice the skill to cope with it.

The course is intended for the project managers who would like to increase their knowledge and improve their communication skills. It covers the body of knowledge and skills in managing stakeholder expectations, how to communicate effectively and select the right methods for the individual persons, review meeting, team building, motivation, negotiation and persuasion, confliction management, including with leadership consideration.

The instructor delivers the powerful and practical knowledge and skills so the participants are able to customize them effectively for their real-life situation. In addition, to gain better understanding of the participants, he also introduces the best practices, tools and techniques via project scenario-based workshops and roles play.

Who Should Attend: People who work in project-based or stake in projects.

- Management people who manage or coordinate projects with stakeholders
 - Corporate Manager
 - Project Manager
 - Project Team Leader
 - Project Coordinator

Course Benefit: Participants will learn how to:

- Communicate and manage stakeholder expectations effectively
- Motivate, negotiate and persuade stakeholders to the designated resolution

Duration: 4 days (24 hours, 24 PDUs), 09:00 – 16:00

Fee: 19,900 Baht (Early Bird 17,900 Baht - to be paid 2 weeks prior to training)

Venue: Jasmine City Hotel, Soi Sukhumvit 23, Asoke, Bangkok

Method: Lecture, workshops, role-play and group discussions

Language: Thai

Instructors: Paitoon Punyayuttakan PMP, CISSP, CISA, IRCA, ITIL

Course Outline:

Day 1

- Characteristic of Project
- Project Manager Roles & Responsibilities
- Project Stakeholder Management
 - Identify Stakeholder
 - Stakeholder Management Strategy
 - How to Influence Stakeholder to achieve project success
 - *Project Scenario & Stakeholder Analysis Workshop*
- Project Communication Management
 - Project Communication Planning
 - Communication Method & Dimension
 - Communication Skills
 - *Project Scenario & Communication Planning Workshop*
 - Earned Value Techniques
 - Cost Performance Index
 - Schedule Performance Index
 - Performance Reporting
 - Project Tracking
 - How to conduct progress meeting
 - *Project Scenario & Progress Meeting Roles Play*

Day 2

- Project Human Resource Management
 - Human Resource Planning
 - Project Manager Competency
 - Project Team Roles & Responsibilities
 - Project Team Competency
 - Responsibility Assignment Matrix
 - Create sense of ownership
 - *Project Scenario & Human Resource Planning Workshop*
 - How to motivate project team
 - Situational Leadership
 - Source of Leader Power
 - Team Building
 - Behavioral Model Based
 - How to give and receive feedback
 - Conflict Management
 - *Project Scenario & Project Team Motivation Roles Play*

Day 3

- Power , Influence & Persuasion
 - Leadership Styles

- Leadership Power Behavior
- *Learn from Leader Case Study by Group Discussion*
- Influencing Techniques
- Negotiation Skills
- Persuasion Techniques
- *Learn from Penguin Case Study by Group Discussion*

Day 4

- Effective Communication
- Influence Conversation
- *Workshop Influence & Persuasion by Project Scenario*
- How to be Leader when you have no authority

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