

▶ **LD009 – Leadership and Communication**

This course provides the skills and insights required to guide members of a team. It helps leaders understand and meet their team members' needs.

This intensive seminar provides the practical knowledge and hands-on exercises you need to strengthen your communications skills as they relate to project environments.

The project manager must be able to effectively influence others, manage and resolve conflicts, facilitate effective meetings, and communicate clearly. Most projects fail not because of a lack of technical skills, but because of a lack of attention to the people issues. You will gain an invaluable toolkit of tips and techniques related to the 'soft' competencies required for project management.

- ✓ How leadership methods can-and should-differ, depending upon needs
- ✓ Learn methods for assessing the type and amount of leadership is needed
- ✓ Understand the importance of managing stakeholders effectively.
- ✓ Use specific techniques to build relationships and influence without power.
- ✓ Understand how leadership is related to the project lifecycle.
- ✓ Strengthen your team leadership and motivation skills.
- ✓ Identify key attributes of high performing teams.
- ✓ Identify the causes of conflict in projects and proactively manage conflict.
- ✓ Understand organizational transition and change management.
- ✓ Learn actions you can take to help your stakeholders deal with change.
- ✓ Improve your written and verbal communication skills.

FYI: This course is also covered within the University of Ontario Masters Qualification in Project & Portfolio Management offered in partnership with Bay3000.

Knowledge Areas: Integration, Time, Cost, Quality, Procurement, Human Resources, Communications, Risk, Scope.