

## Soft skills for Project Managers

Many project managers today have acquired knowledge and competence in the technical 'hard' skills of project management such as risk management, planning, change control, estimating and scheduling. However, the 'soft skills' required of a modern successful project manager are often under-estimated and under developed. Yet for successful project delivery, it is essential that a project manager is equipped also with 'soft skills' capabilities as well as the technical skills.

This two-day course covers the key soft skill areas required for managing projects such as stakeholder and communication management, conflict management, negotiation, team work and leadership in a project environment. It is highly interactive in style and aimed at providing delegates with practical skills and tips to deploy back in the work place on real projects.

### Course duration

2 days.

### Who should attend?

Project managers, work-package managers, project office managers or programme managers would all benefit from focused training and development of their 'soft skills'. This is equally applicable regardless of the project or programme environment e.g. APM BoK, PMBOK, PRINCE2®, MSP™

### Course content

Provek's public scheduled course will include:

- Stakeholder engagement styles and levels
- Communications management
- Conflict management
- Negotiation styles and influencing techniques
- Building team work
- Leadership in a project environment
- Application of learning back in the work place

### Pre-requisites

At least a basic knowledge of project management and a minimum of one year's experience in a project or programme management environment.

### Course style

This course is highly participative using a range of exercises, case studies, role play and practical work.

**Further information:** For prices on public or in-house events, more information or to discuss the most appropriate Provek learning format to suit your needs, please contact Erica Gassor on 01635 524610 or [erica.gassor@provek.co.uk](mailto:erica.gassor@provek.co.uk) or visit our website at: [www.provek.co.uk](http://www.provek.co.uk)

### Course objectives

Delegates will be able to:

- Understand when and why to deploy different stakeholder engagement styles
- Appreciate key communications management principles and the link to stakeholder management
- Recognise and understand how to manage a range of conflict situations
- Understand how to be a more effective negotiator including the use of different influencing techniques for different situations
- Identify practical actions and approaches to building a 'team' ethic within a project team
- Appreciate what constitutes leadership in a project or programme environment
- Reflect on the learning from the workshop and consider actions to take back to the work place to improve your own performance

