



Project HR and Communications Management Course Outline

PDU=14

Objectives

- Understand the importance of project communication
- Conduct stakeholder analysis
- Develop a communication plan
- Develop effective and productive project teams
- Implement methods for quick conflict resolution

Audience

- Professionals seeking advancement in their Business Analysis career
- New Project Managers
- Experienced Project Managers looking to update their skills
- Project team members
- Managers interested in learning about Project Management

Prerequisites

- None

Course Description

It is usually the people that make or break a project, not the technology. It is very easy for Information Technology professionals to forget this basic premise. Human Resource and Communications Management provides the basics for effectively managing the single most important aspect of a successful project - its people. Through group discussion, workshops and real world examples, participants will be introduced to proven methods for managing and effectively communicating with all project stakeholders.

Duration

2 Days

Agenda

- **Human Resources Management**
 - HR and the PM lifecycle overview
 - Staff acquisition
 - Team building
 - Team motivation
 - Assess your leadership style
 - Assess your conflict management style
 - Discussion on Burn-out and how it relates to IT projects
- **Communications Management**
 - Communications Overview
 - Assess your communications style
 - Project communications planning
 - Performance reporting and forecasting
 - Project closing
 - Lessons learned



- Final project report
- **Templates**
 - Responsibility Assignment Matrix
 - Stakeholder Analysis
 - Communications plan
 - Issues log
 - Project Status Report
 - Lessons Learned log
 - Final Project Report