

Advanced Skills on Project Interviewing, Risk and Negotiation

Course Length - 2 Days

PDU's - 15

Course Description: This two-day course focuses on ways to use communication to gather detailed information from the customer, analyze the information, and expedite the outcomes desired by the customer. Participants will understand how to focus a message and incorporate means to gain information using effective communication skills. This course will recommend ways of building stronger communication skills and provide insight to different communication styles. Participants will learn how to examine and measure objectives within cost, schedule, and cultural issues. Risk for this program is examined as defining the probability of the project. This course also examines risk identification, risk communication, and risk planning. In addition, this course examines the strategies of successful negotiation throughout the project's life cycle. Attendees will learn the value of successful negotiation, the negotiation process, and different negotiation models. This course will include examples of negotiation over scope, deadlines, change, and getting the best price from your vendor. This course will follow the Project Management Institute's nine knowledge areas of *PMBOK® Guide*.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Interviewing Module

- Develop ways to increase understanding
- Compare kinds of communication
- Break down what communication should be communicated upline
- Examine reasons why communicating upline is extremely difficult
- Identify questions to ask if miscommunication is common
- Discuss how to match your body language and the message
- Detail characteristics of a poor listener
- Predict obstacles of listening
- Understand techniques for disagreeing
- Discuss caution signs that a disagreement is turning into a conflict
- Create questions which explore the customer's desires and requirements
- Identify ways of asking questions which open up communication
- Explore feedback techniques for clarifying the real message being given from the customer
- Determine which follow up questions will detail the expressed wishes of the customer
- Analyze the interview data and determine true requirements of the customer
- Develop a sequence of questions which encourages customers to give information freely
- Evaluate the best feedback technique to use in mirroring the requirements back to the customer for approval
- Analyze interview skills that will give insight into any project
- Discuss which areas to brainstorm when doing a client project
- Brainstorm how to set project objectives that are measurable and realistic
- Discuss collecting data and information

Negotiation Module

- Define and detail negotiations in projects including interpersonal negotiations and contract negotiations
- Detail the negotiation process
- List and examine negotiation strategies
- Learn preparation techniques for negotiation
- Learn how to lead the negotiation process
- Learn how to deal with the other party's negative tactics
- Learn how to align the support of others before, during and after the negotiation
- Identify communication skills needed for successful negotiation
- Analyze win-win negotiations
- Create strategies for controlling conflict in negotiation
- Learn negotiating to resolve conflict
- Learn how to negotiate with your project team
- Learn negotiation skills for purchasing
- Examine how to use BAFO to your advantage

Risk Module

- Conducting risk analysis
- Confronting the attitudes on risk
- Techniques to confronting risk
- Ranking
- Performance risk
- System risk
- Process risk
- Data gathering
- Evaluating plans
- Managing risk plans
- Transferring risk
- Monitoring risk
- Risk teams
- Special response team
- Risk trade off
- Define the six major processes of risk management
- Detail the process of risk management planning
- Detail the process of risk identification
- Detail the process of qualitative risk analysis
- Detail the process of quantitative risk analysis
- Detail the process of risk response planning
- Detail the process of risk monitoring and control