

# Project Human Resources Management

*Course Length – 2 Days*

*PDU's - 13*

**Course Description:** This two-day course will focus on planning for human resource needs. It is filled with behavioral skills that will help motivate, equip, and keep project team members accountable and on task. This course will also include issues such as conflict. 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.*

**Course Objectives:**

- Define the three major processes of project human resources
- Detail the process of organizational planning
- Detail the process of staff acquisition
- Detail the process of team development

**Managing Team Module**

- Analyze job responsibilities
- Discuss priority checklist
- Assess modern day accountability myths
- Evaluate how to coach project team toward success
- Equip workers with new skills
- Develop a Mission Statement and Vision
- Identify vision through leadership
- Understand why visions fail
- Evaluate where you are going
- Explain tough-minded leadership
- Contrast different change strategies
- Classify why project teams block change
- Choose ways to reduce project team resistance
- Evaluate changes which support goals
- Develop core values
- Explore strategies for creating trust
- Define ways to equip and empower
- Describe requirements for being an overcomer on project teams
- Analyze two types of motivation within a project team
- Examine ways to align motivational techniques to workers
- Analyze the disciplining of project team members and ways for changing behavior
- Identify how to track project team members
- Discuss values of successful coaching of project teams
- Analyze common coaching mistakes of project teams

## ***Conflict Module***

- Discuss the positive side of conflict
- Define conflict
- Analyze eight most common times for conflict
- Identify six reasons for conflict among workers
- Utilize rules for handling anger
- Choose words to use that help
- Create action plans for quick resolution
- Analyze hostility and how it surfaces
- Examine how to handle personal and professional hostility
- Compare levels of group conflict
- Review active listening skills
- Discuss hedge words people use to distort communication
- Analyze techniques people use to avoid issues
- Understand seven stages of group conflict
- Create a code of conduct for controlling a resolution meeting
- Compare ways to confront others while helping them save face
- Examine confrontation techniques
- Review assertiveness techniques
- Apply facilitation skills for allowing everyone to be heard
- Discuss the facilitator's responsibilities
- Create questions to guide others through the process
- Analyze ways to prevent arguing
- Discuss times to make amends