Project Management Certificate Program

UNCW Swain Center

Course Outline

**Project Leadership Module**
- Build a project leadership style that creates trust, sets a clear vision and guides your entire team toward achieving the project goals and expectations
- Gain insights into key project leadership skills and techniques
- Learn what real “coaching” consists of and how to build an extraordinary team that works together to deliver results
- Develop heightened “emotional intelligence” for greater professional achievement and satisfaction
- Identify the characteristics of effective leadership and the most common saboteur
- Develop a project leadership style that adapts to the person and situation
- Improve performance through empowerment and effective delegation without losing accountability
- Apply project leadership training to continue your growth as a leader through a self-development plan
- Technical vs. nontechnical professionals: differences that impact the leader’s role

**Project Communication Module**
- Minimize communication misunderstandings
- Prevent team “break-ups” by using constructive feedback
- Achieve better results through clear, open and honest communication
- The ins and outs of communications skills
- How to delegate and run effective meetings
- Clearly communicate mission, vision and value statements
- Communicating during project implementation and closure: conveying appreciation
- What to do when crisis hits - Performance reporting - Achieving commitment and creating project successes.

**Team Building Module**
- Build high-performance teams that can lead projects to successful implementation
- Keep the team on track through team consensus
- Optimize time, money and resources by putting the right people on the right projects
- Managing Team dynamics and Stimulating creative thinking
- Encourage feedback and clear up misunderstandings
- Show your people how to energize each other
- Hands-on practice building and leading a team
- Handling difficult team members
- Project vs. functional duties
- Key steps to building high-performance project teams that perform well in all situations
- Evaluating individual and team performance, Analyzing interpersonal relationships
- Various types of teams: functional, cross-functional, self-managed and self-directed—how to vary your management style to meet the needs of the team

Conflict Resolution Module
- Understand what causes conflict and identifying the different types of conflict
- Conflict can be both constructive and destructive
- Managers need to understand how to deal with difficult employees
- To understand how to manage conflict constructively
- Recognize the different conflict management styles and how to facilitate resolution
- Develop the ability to employ a variety of conflict management techniques
- Identity typical conflicts in your project and a plan to manage them

Project Negotiation Module
- Understand the dynamics of multiparty negotiations and how to approach them
- Recognize the impact of cross-cultural and global difficulties and be prepared to resolve them
- Prepare for complex scenarios in order to defend positions successfully
- Explore ways to change negotiation styles to achieve the best results
- Implementing strategies in multiparty negotiation
- Negotiating agreements: a Project Manager’s source of power
- Creating common ground: leveraging the interests of all parties
- Negotiating roles in the project team

Project Cost and Budget Management Module
- Cost Estimating and Budget Projections
- Budget Management
- Cost Control

Measuring Project Performance

Project Risk and Change Management
- Planning for Risks and Changes
- Identifying Risks
- Risk Analysis and Response
- The Change Management Process