

## CONTINUING EDUCATION

### COURSE OUTLINE –

#### Project Stakeholder, Resources and Communications Management

**INSTRUCTOR:** Varies

**PHONE:** 780-539-2975

**OFFICE:** M105

**E-MAIL:** ce@gprc.ab.ca

**PREREQUISITE(S):** None

**REQUIRED TEXT/RESOURCE MATERIALS:** Required materials will be provided in class or online.

Recommended: Project Management Institute. (2017). PMBOK® guide: A guide to the project management body of knowledge (6th ed.). Newton Square, PA: Author.

**CALENDAR DESCRIPTION:**

Successful project managers are proficient in stakeholder relationships, human resource management and communication. Learn how to identify and engage effectively with stakeholders to foster support for project goals and objectives while building dynamic teams. Concepts include assessing stakeholders and managing their expectations, principles for organizational change management and developing a communication plan. Students will apply and use various techniques such as stakeholder analysis, negotiating, motivating while evaluating their communication and leadership styles.

**CONTACT HOURS:** 21 hours

**DELIVERY MODE(S):** Face to Face, Video Conference, OR Online Delivery (Brightspace)

**TRANSFERABILITY:** N/A

**GRADING CRITERIA:**

This is a professional development course and students must attend a minimum of 80% of the course. If you are late by 10 minutes or more for this class, you will be marked absent.

This course is part of the Project Management Professional Development Certificate. After successful completion of individual courses, you will be awarded an Acknowledgement of Course Completion. Upon successful completion of the required courses for the professional development certificate, students may contact [ce@gprc.ab.ca](mailto:ce@gprc.ab.ca) to request their certificate.

**EVALUATION:** Students must attend 80% of the course hours and complete a series of prescribed learning activities to successfully complete this course.

**STUDENT RESPONSIBILITIES:** Attendance and class participation.

**COURSE SCHEDULE/TENTATIVE TIMELINE:**

Dates vary (refer to website for current availability).

**LEARNING OUTCOMES:**

Upon successful completion of this course, learners will be able to:

- Describe the basic stages of change
- Understand the project manager's role in effecting change
- Develop a stakeholder engagement plan
- Understand theories of team dynamics and motivation
- Align and adapt personal leadership style to meet situational needs
- Identify approaches for addressing common project communication challenges
- Build a project communication plan

## **COURSE CONTENT:**

### **Module 1 – The Human Side of Change**

- Factors Affecting Change
- Effective Organizational Change Management (OCM)
- Sources of Resistance
- The Project Sponsor

### **Module 2 – All About Stakeholders**

- Project Stakeholder Management
- Identifying Stakeholders
- Salience Model
- Stakeholder Engagement Plan
- Monitoring Stakeholder Engagement

### **Module 3 – Fundamentals of Communication**

- Importance of Communication
- How we Communicate
- Barriers to Communication
- Messaging Process

### **Module 4 – Establishing the Project Team**

- Project Resource Management
- Situational Leadership
- Management Styles
- Planning Resource Management
- Estimating Activity Resources
- Acquiring Resources

### **Module 5 – Building a Great Project Team**

- Team Development Stages
- Stages of Negotiations
- Managing a Team
- Resolving Conflict
- Work Performance Reporting

### **Module 6 – Communications and Your Project**

- Planning Communications Management
- Value of Meetings
- Communications Requirements
- Effective Project Communications
- Monitoring Communications