

## Managing Project Human Resources (Tier 3)



**2 Days** (minimum 6 participants)

### Prerequisites

None, although a course in project management basics is recommended.

### Audience

Current and aspiring project managers, sub-team leaders, and team members. Project clients, sponsors, and other stakeholders may also benefit.

### Description

The purpose of project human resource management is the effective use of all project stakeholders in achieving the ends of the project. While people skills such as leadership, team building and motivation are applicable to both project management and an operational context, there are issues that are unique to the project environment. Human resource management techniques must be dynamic to handle the changing interpersonal relationships and project stakeholders.

This workshop provides participants with a four-step process for human resources management:

- Human Resources Planning
- Acquiring Project Team
- Developing Project Team
- Managing Project Team

### Objectives

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

- ✓ Identify and document project roles, responsibilities and reporting relationships
- ✓ Create staffing management plan
- ✓ Obtain human resources needed to complete the project
- ✓ Improve the competencies and interaction of team members to enhance the project performance
- ✓ Track team member performance, providing feedback, resolving issues, and coordinating changes to enhance project performance

## **Managing Project Human Resources (Tier 3), continued**

### **MODULE 1- Introduction**

- Objectives and Definitions
- Knowledge Area Context
- Key Concepts
- PMI Perspective Overview

### **MODULE 2 - Human Resource Planning**

- Project roles
- Organizational information
- Tools
- Project Management Plan

### **MODULE 3 - Acquire a Project Team**

- Skill vs. Will
- Negotiation
- Influence
- Sources of Power
- Virtual Teams
- Teams vs. Work Groups

### **MODULE 4 - Develop and Manage a Project Team**

- Knowing Yourself and Others
- Motivation
- Dealing with Conflict

### **MODULE 5 - Summary and Re-cap**

- Review of key points