

Course: Project Management Leadership**ID:** 1384-PMLEAD**Contact Hrs / PDU's:** 14**Course Length:** 2 Days

Course Description: Leader, manager or coach, as a professional project manager which one are you? If you are like most project managers you have to be all three! Learning the methods and formulas of project management is actually the easy part. Learning the skills necessary to get the most out of your people is the hard part. This course can provide you with those real-world skills. The course is taught using lecture, team exercises and discussion, the latest psychometric instruments, and personal action planning.

Target Audience: This course is designed for individuals with managerial authority or interested in becoming organizational leaders. It is recommended that participants have at least six months of managerial experience.

Materials Provided:

- Harvard Business Essentials: Performance Management: Manage and Improve the Effectiveness of Your Employees
- Personal Leadership Profile
- Course Binder

Course Outline:

- **Lesson 1:** The Role of Strategy
 - Strategy defined
 - How strategy impacts performance
 - What is the PM's role in strategy
 - The strategy map
 - From strategy to better project results
 - Driving vision
 - What is your vision?
- **Lesson 2:** The Balanced Scorecard
 - Introduction to BCS
 - BSC Basics
 - Bridging the theory & application
 - Why Scorecards fail
 - Scorecard best practices
 - Building your own scorecard
- **Lesson 3:** Performance Metrics
 - What is performance management
 - The basic steps in establishing a performance management framework
 - The goal of performance management
 - Performance management myths
 - Metrics for each level
 - Setting quantitative goals
 - Finding the right metrics
- **Lesson 4:** Leadership, Management & Coaching
 - What is leadership?
 - What is management?
 - What is coaching?
 - Why most managers fail
 - Finding the right balance
 - Personal skills assessment
 - Your own personal leadership plan
- **Lesson 5:** Becoming An Effective Coach
 - Why coach
 - What does it take to be an effective coach
 - The leadership models
 - Your natural gifts and gaps
 - Coaching effective teams
 - 8 habits of effective coaches
 - Empowering people
 - Motivating & inspiring your team
- **Lesson 6:** The Role of Servant Leadership
 - What is servant leadership?
 - How does servant leadership impact you
 - How to implement servant leadership
 - Driving results with servant leadership
 - The role of trust
 - Policies & principles
- **Lesson 7:** The Role of Facilitator
 - The types of facilitation
 - What makes a good facilitator?
 - The natural stages of team development
 - Key strategies for each stage
- **Lesson 8:** Breaking Down Barriers
 - What are the most common barriers
 - Differentiating between real & perceived barriers
 - Learning to manage conflict
 - Learning to create good conflict
- **Lesson 9:** The Priorities...
 - Focusing on your customer
 - Managing up
 - Your personal action plan



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