

Advanced Skills on Project Interviewing, Risk and Negotiation - 2 Day

PDU's - 15

PMI's Talent Triangle Breakdown

Ways of Working - 8.00

Power Skills - 7.00

PMI's Certification Breakdown

PMP - 15.00

PMI-ACP - 7.00

PMI-SP - 7.00

PMI-RMP - 13.75

PfMP - 7.00

PMI-PBA - 7.00



face-to-face



virtual
instructor-led

Course Description: This two-day course will focus on using communication to gather detailed information from the customer, analyze it, and expedite the outcomes the customer desires. Participants will understand how to focus a message and use effective communication skills to gather information. This course will recommend ways to build stronger communication skills and provide insight into different communication styles. Participants will learn how to examine and measure objectives within cost, schedule, and cultural issues. Risk for this program will be examined as defining the probability of the project. This course will also examine risk identification, risk communication, and risk planning. In addition, this course will examine the strategies of successful negotiation throughout the project's life cycle. Attendees will learn the value of successful negotiation, the negotiation process, and different negotiation models. This course will include examples of negotiation over scope, deadlines, change, and getting the best price from your vendor. This course will follow one or more of the Project Management Institute's knowledge areas of the *PMBOK® Guide*.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

Objective 1: Interviewing Module

- Develop ways to increase understanding
- Compare kinds of communication
- Discuss what communication should be communicated upline
- Examine reasons why communicating upline is extremely difficult
- Identify questions to ask if miscommunication is common
- Discuss how to match your body language and the message
- List the characteristics of a poor listener
- Predict obstacles to listening
- Develop techniques for disagreeing
- Discuss caution signs that a disagreement is turning into a conflict
- Create questions that explore the customer's desires and requirements
- Identify ways of asking questions that open up communication
- Examine feedback techniques for clarifying the real message being given by the customer
- Choose which follow-up questions will detail the expressed wishes of the customer
- Analyze the interview data and determine the true requirements of the customer

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- Develop a sequence of questions that encourages customers to give information freely
- Evaluate the best feedback technique to use in mirroring the requirements back to the customer for approval
- Analyze interview skills that will give insight into any project
- Discuss which areas to brainstorm
- Assess how to set project objectives that are measurable and realistic
- Discuss collecting data and information

Objective 2: Negotiation Module

- Define and detail negotiations in projects, including interpersonal negotiations and contract negotiations
- Examine the negotiation process
- List and examine negotiation strategies
- Analyze preparation techniques for negotiation
- Examine how to lead the negotiation process
- Discuss how to deal with the other party's negative tactics
- Examine how to align the support of others before, during, and after the negotiation
- Identify the communication skills needed for successful negotiation
- Analyze win-win negotiations
- Create strategies for controlling conflict in negotiation
- Discuss negotiating to resolve conflict
- Evaluate how to negotiate with your project team
- Examine negotiation skills for purchasing
- Examine how to use BAFO to your advantage

Objective 3: Risk Module

- Examine how to conduct risk analysis
- Discuss confronting the attitudes toward risk
- List techniques for confronting risk
- Examine ranking
- Discuss performance, system, and process risks
- Examine data gathering
- Explain how to evaluate plans
- Examine how to manage risk plans
- Discuss transferring risk
- Examine monitoring risk
- Develop risk teams
- Create a special response team
- Describe risk trade off
- Define the major processes of risk management
- Analyze the process of Plan Risk Management
- Examine the process of Identify Risks
- Discuss the process of Perform Qualitative Risk Analysis
- Discuss the process of Perform Quantitative Risk Analysis
- Examine the process of Plan Risk Responses
- Examine the process of Implement Risk Responses
- Examine the process of Monitor Risks