Proactive Communication and Interview Skills for Gathering Business Requirements - 1 Day

PDUs - 6.5

PMI's Talent Triangle Breakdown
Ways of Working - 3.25
Power Skills - 3.25

PMI's Certification Breakdown
PMP - 6.50
PMI-ACP - 3.25
PMI-SP - 3.25
PMI-RMP - 3.25
PfMP - 3.25
PMI-PBA - 3.25

virtual
instructor-led

Course Description: This one-day course will focus on ways to use communication to gather detailed information from the customer, analyze the information, and expedite the outcomes desired by the customer. Participants will understand how to focus a message and incorporate means to gain information using effective communication skills. This course will recommend ways of building stronger communication skills and will provide insight to different communication styles. Participants will learn new power by using certain words to impact the message and by asking questions that get noticed. This course will follow one or more of 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: Evaluate how to approach people
- Identify perception
- Examine what impacts perception
- Compare reducing perception differences

Objective 2: Discuss how to gain understanding
- Analyze communication styles
- Develop ways to increase understanding
- Compare kinds of communication
- Describe 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 characteristics of a poor listener
- Predict obstacles of listening
- Identify ways of asking questions which open up communication

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Objective 3: Examine techniques for disagreeing

- Discuss caution signs that a disagreement is turning into a conflict

Objective 4: Create questions which explore the customer's desires and requirements

- Recognize which follow up questions will detail the expressed wishes of the customer
- Analyze the interview data and determine true requirements of the customer
- Develop a sequence of questions which encourages customers to give information freely
- Examine feedback techniques for clarifying the real message being given from the customer
- 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

Objective 5: Discuss which areas to brainstorm when doing a client project

- Examine how to set project objectives that are measurable and realistic
- Discuss collecting data and information
- Evaluate how to analyze a problem
- Analyze the best skills and personnel needed to successfully fulfill this project
- Evaluate ways to create a project plan, set expectations, and monitor progress