

## Project Leadership: Building High-Performance Teams - 4 Days

### Course 346 Overview

- You Will Learn How To:**
- Develop the leadership skills to build and sustain high-performing project teams
  - Develop effective team performance through the Leadership Services Model (LSM)
  - Build a strong team identity through vision, purpose and commitment
  - Foster positive and productive team communication and define ground rules
  - Protect the team and convert conflicts into advantages that promote high performance
  - Maximise your leadership abilities when you return to your organisation

**Course Benefits** To ensure project success, project managers must be leaders who identify and meet team needs in order to achieve project objectives. In this course, you transition to a leader who can inspire a diverse team to work together and deliver customer success. At the end of your classroom experience, you take away a project leadership best practices handbook and a personal development plan for use back at the office.

**Who Should Attend** Leaders who want to build successful teams. Project management experience at the level of Course 296, "Project Management: Skills for Success", or Course 340, "Project Management for Software Development", is helpful.

**RealityPlus** Throughout the course, you practise the roles of project leader and team member during an immersive case study. You develop a leadership style to build successful high-performance project teams. Experiential and PC-based activities include:

- Applying the LSM model and leadership best practices
- Distinguishing the stages of team development
- Developing team ground rules
- Maximising team participation in delivering project outcomes
- Creating team direction and purpose
- Applying conflict style analysis with role-playing to minimise project disruption
- Identifying what your project team needs to transition to high performance
- Building a personal project leadership action plan

## Project Leadership: Building High-Performance Teams - 4 Days

### Course 346 Outline

#### Introduction

- Harnessing the power of collaboration to deliver successful projects
- Delivering quality leadership throughout the project life cycle
- Matching rewards to the person and the team

#### Applying the Leadership Services Model

##### Shifting toward a service leadership approach

- Setting standards
- Building team identity
- Optimising work
- Communicating clearly
- Developing productive relationships
- Protecting the team

##### Redefining the role of the project leader

- Moving toward the team as customer
- Changing your priorities and perceptions

##### Building your best practice leadership toolkit

- Creating a customised project leadership framework
- Generating a personal action plan

#### Defining the Team Development Framework

##### The start-up actions of effective leadership

- Documenting objectives and constraints in a team charter
- Structuring team responsibility

##### Fostering a team state of mind

- The power of common purpose
- What project leaders really manage

##### Enhancing productive teamwork

- Building team collaboration skills
- Establishing team-owned ground rules

##### Planning for a Team-Driven Project

##### Unleashing the power of participation

- Organising effective work design
- Encouraging team responsibility
- Managing people proactively

##### Implementing a participative approach to key planning tasks

- Kick-off meeting
- Project purpose
- Milestones

- Resourcing
- Complementing team expertise

#### Implementing through Productive Team Leadership

##### Behaving powerfully and productively

- Enhancing performance with emotional intelligence
- Matching interpersonal communication styles
- Nurturing a climate that promotes mutual trust
- Instilling a culture of respect
- Taking responsibility for change

##### Optimising communication

- Employing the right communication channels
- Balancing human and electronic interaction

##### Managing for agreement and handling conflict

- Creating a context for risk taking and trust
- Minimising misunderstandings and preempting conflicts

#### Enhancing Team Performance

##### Diagnosing team status

- The Tuckman model: Forming, Storming, Norming and Performing
- Driving mutually accountable performance

##### Integrating team personality differences

- Adapting to individual work styles
- Identifying communication pitfalls

##### Creating an efficient environment

- Minimising wasted time and effort
- Optimising the working environment

##### Insulating the team from outside pressures

- Managing power proactively
- Preempting potential problems
- Navigating through responsibilities and assignments

##### Enabling productive dissent

- Providing positive feedback
- Balancing team alignment and difference

#### Evaluating the Project and Moving Forward

- Identifying key lessons learned
- Documenting benchmarks for improvement
- Matching your leadership strategies to your real-world situation
- Setting performance milestones