



Maximizing Team Effectiveness for the IS/IT Project Manager

Module 1 – Me, Myself, and I

Introduction

What type of IS/IT Leader are You?

What are Your Behavioral Strengths?

What Motivates You?

Managing One's Growth

Managing One's Time – Planning One's Time

Managing One's Time – Dealing With Bottlenecks

Managing One's Accountability

Change and Transition

Attitude and Looking Into the Future

Agility and Order Upon Chaos

Module 2 – Just You and Me

Customer Focus

Customer Value

Adapting to Others, Part 1

Adapting to Others, Part 2

Email and Written Communications

Effective Spoken Communications

Ineffective Spoken Communications

Presentations

What is Conflict?

Confronting Conflict

Mediating Conflict

Module 3 – One for All and All for One

Making a Good Team

Managing Team Conflict

Improving Team Productivity

Defining Coaching

Giving Effective Feedback

Listening and Facilitating, Part 1 – Listening

Listening and Facilitating, Part 2 – Facilitating

Listening and Facilitating, Part 3 – Facilitating

What is Collaboration?

Collaborative Problem Solving

Collaborative Planning

Module 4 – Looking Outside

Perception is More Important Than Reality

Building a Communications Plan

Damage Control
What is Negotiation?
Negotiation Techniques, Part 1
Negotiation Techniques, Part 2
Change and Transition
Moving Others Through Change
Creating Resiliency
Course Summary