

Microlearning Medley: Holistic Approach to Learning

Instructor(s): Neal Whitten

Length: 2 days

PDU's: 14

Level: Applied

Primary Topic: Leadership Development

Subtopics: Leadership Development, Influencing, Leading

Course Description

The value you bring to your organization, your customers and to your life goals is based on a diverse set of skills that when viewed as a whole sets you up for success. This course is a holistic microlearning experience that addresses a wide variety of the most popular and hottest topics on projects and in the workplace. Class participants collectively select their favorite 10 topics from a list of 18. These 60-minute sessions or “bursts” are individual events to enhance your professional and personal development.

The topics include: Are You Too Soft?; Dealing with Difficult People; Effective Time Management to Getting More Done Every Day; Achieving the Elusive Work-Life Balance; Behaviors that Lead to Exceptional Performance; Effective Negotiation Skills; Introduction to Agile Scrum; Building Your Self-Confidence; and 10 other topics.

Course Benefits & Objectives

- Personalize your training needs by choosing the bursts that best serve your team
- Participate in multiple skill and knowledge area training sessions within a single seminar
- Describe the key lessons from each burst through its summary takeaway sheet
- Note: Each 60-90 minute burst has its own learning objectives as described later in this document

Seminar Agenda

The seminar contains 10 bursts (or session topics) pre-selected from a list of 18 potential topics. The outline for each burst is detailed in the next section of this document. The 2-day seminar presents 5 bursts each day with each burst lasting about an hour. The overall seminar agenda is as follows:

- Welcome
- Objectives for seminar
- Presentation of 10 bursts over 2-day course
- Seminar quiz
- Top takeaways identified by attendees
- Course wrap up

“Burst” Outlines (18 bursts available from which to choose)

Behaviors that Lead to Exceptional Performance

- Describe behaviors
- Manage daily to your top three priorities
- Never avoid necessary confrontation
- Don't make it personal or take it personally
- Think like a leader

Dealing with Difficult People

- Seven important points
- Definition of “difficult person”
- Why people can be difficult
- Why people are difficult
- 15 actions to employ to stay in control
- Take time to pause
- Examine your behavior
- Put yourself in their shoes
- Be willing to listen
- Be candid about the issue
- Project calm

Effective Time Management

- Self-assessment quiz
- Benefits of good time management
- 10 fundamental time management principles
- 5 foundational steps to effective time management
- Time management tips
- Learn to accept “good enough”
- Meetings

- Emails
- Me time

Behaviors to Master When Dealing with Your Leaders

- Describe behaviors
- Don't dump and run
- Make it brief
- Don't complain
- Wear one face

Top Reasons Why Projects Fail and What You Can Do to Avoid Failure

- Definition of "project failure"
- Project failure is expensive
- Projects do not need to fail
- Top 10 reasons why projects fail discussed in three stages:
- Information about the reason for failure
- Common causes for the failure
- How to avoid the failure
- Top 10 reasons why projects fail:
- Incomplete requirements
- Unreliable estimates
- Poor risk management
- Lack of user involvement

Creating Client Satisfaction Surveys for Projects

- Example criteria to trigger surveys
- Benefits of client satisfaction surveys
- Seven steps in creating and administering client satisfaction surveys
- Using metrics
- Sample survey
- Handout materials

Are You Too Soft?

- Definition of "too soft"
- Why project managers fail
- Examples of too-soft behavior
- Holds back from providing constructive criticism
- Avoids escalating to higher levels of management
- Unwilling to passionately defend the right project plan

- Behaves as if there is little to no authority to support their responsibility
- Evades taking a position on an issue rather than alienating others
- Why we are too soft
- Behavior of an effective and successful project manager

Actions to Building Your Self-Confidence

- Definition of self-confidence
- Six tenets of self-confidence
- Example actions to building self-confidence
- Examine moments of low self-confidence
- Prepare and practice
- Express yourself through body language
- Do not be controlled by what others think about you

Achieving the Elusive Work-Life Balance

- Definition of work-life balance
- Why so important
- Self-assessment quiz
- Assessing the score
- Actions in achieving work-life balance
- Create a vision
- Set your priorities each day
- Track your time
- Learn to say “no”

No-Nonsense Advice for What’s on Your Mind

- Open Q&A session
- List of over 10 Q&As class can discuss if attendees run out of questions

What Makes a Team Member Valuable?

- 16 examples are discussed in three stages each:
- Introduction of behavior
- Example of behavior positively applied
- Brief discussion of example
- 16 examples
- Fully participate
- Ask for help
- Be truthful

- Be reliable
- Discussion of shared values

Creating a Successful Mentoring Experience

- Definition of “mentoring”
- Benefits of being a mentee
- Benefits of being a mentor
- Benefits to the organization
- 5 Steps in finding and working with a mentor
- Step 1. Determine how you can benefit from a mentor
- Step 2. How to find a mentor
- Step 3. The first meeting
- Step 4. Maintaining a productive relationship
- Step 5. How to wind down
- Challenges in a mentoring relationship

Effective Negotiation Skills

- Definition of “negotiating”
- Six introduction points on negotiating
- Widespread need for negotiating
- Reasons why people avoid negotiating
- Benefits of effective negotiating
- Identifying the top 10 primary negotiation tips
- Identifying important supporting negotiation tips

Introduction to Agile Scrum

- Definition of agile scrum
- Agile Manifesto
- Glossary or primary scrum terms
- 12 steps in performing a scrum project
- Roles and responsibilities of:
 - Product owner
 - Scrum master
 - Development team
- Assessing your project’s compliance to scrum practices
- Answers to other frequently asked questions regarding scrum

Self-Assessing and Improving Your Performance Maturity

- Identifying 27 behaviors related to performance maturity
- Using assessment instrument, assess proficiency in key behaviors
- Exercise to identify your top three inhibitions
- How to develop performance improvement plans
- How to routinely improve and fine tune your performance maturity

Successful Change Management

- Need for effective change management
- Common causes of change management failures
- 12-step change management model
- Foundational tenets of successful change management
- Operate change initiatives as projects
- Ensure change is aligned to business goals
- Change always takes longer and costs more than anticipated
- Expect resistance

Top Mistakes in Conducting Lessons Learned

- Identify top 10 mistakes
- Ensure a well-defined lessons learned process is in place
- At start of projects, review lessons learned
- Capture lessons learned throughout the project
- Solicit feedback on performance of project manager
- During lessons learned, top three things that went well and top three that did not
- Solve identified problems outside of lessons learned meeting
- Identify over 10 more secondary lessons

Escalate is Not a Dirty Word

- Why escalations are a good business tool
- Identify when to escalate an issue
- Identify how to escalate an issue
- Guidelines for effective escalations
- Walk through example escalations
- Identify when an escalation is over

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PDU Breakdown

	Technical	Leadership	Strategic	Total
PMP®/PgMP®	1.50	9.50	3.00	14.00
PMI-ACP®	1.50	9.50	3.00	14.00
PMI-SP®	0.00	9.50	3.00	12.50
PMI-RMP®	0.00	9.50	3.00	12.50
PfMP®	0.00	9.50	3.00	12.50
PMI-PBA®	0.00	9.50	3.00	12.50
				