Microlearning Medley: Holistic Approach to Learning

Instructor(s): Neal Whitten  
Length: 2 days  
PDUs: 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 development 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 learn 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

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