

Microlearning Medley: Holistic Approach to Learning

Instructor: Neal Whitten

Length: 2 days

PDU: 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 20. These 60-90 minute “bursts” or sessions are individual events to enhance your professional and personal development.

The topics include: Are You Too Soft?; Dealing with Difficult People; Building Your Self-Confidence; Drive Innovation with Disruptive Thinking; 7 Steps to Successful Conflict Management; Creating Client Satisfaction Surveys; Effective Negotiation Skills; Behaviors to Master When Dealing with Your Leaders; Effective Time Management; Effective Mentoring; Top Mistakes in Conducting Lessons Learned; Achieving the Elusive Work-Life Balance; What Makes a Team Member Valuable?; No-Nonsense Advice for What’s on Your Mind; Escalate Is Not a Dirty Word; Behaviors that Lead to Exceptional Performance; Successful Change Management; Top Reasons Why Projects Fail and What You Can Do to Avoid Failure; Self-Assessing and Improving Your Performance Maturity; and Introduction to Agile Scrum. The takeaway seminar notebook includes all 20 bursts.

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

Seminar Agenda

The seminar contains 10 bursts (or session topics) pre-selected from a list of 20 potential topics. The outline for each burst is briefly described below. 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 **(20 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
 - And more...

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
 - And more...

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
- And more...

Behaviors to Master When Dealing with Your Leaders

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

Drive Innovation with Disruptive Thinking

- Definitions of disruptive thinking and disruptive innovation
- Examples of companies that have implemented disruptive innovation
- Why companies get disrupted
- Characteristics of a disruptive innovative thinker
- How to support your team while practicing disruptive innovation
- Actions your company can pursue to spur disruptive innovative thinking
- Steps in the search for disruptive innovation
- The 10X Rule

7 Steps to Successful Conflict Management

- Definitions of conflict and conflict management
- Identifying the causes of conflict
- The need for conflict management
- Conflict management strategies
- 7 Steps to resolving any conflict
- Ground rules for negotiating conflict
- Personal tenets that can help you in resolving conflict
- Characteristics of a mediator
- Actions for changing the conflict culture in your organization

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:
 1. Information about the reason for failure
 2. Common causes for the failure
 3. How to avoid the failure

- Top 10 reasons why projects fail:
 - Incomplete requirements
 - Unreliable estimates
 - Poor risk management
 - Lack of user involvement
 - And more...

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
 - And more...
- 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
 - And more...

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”
 - And more...

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
 - And more...
- 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
 - And more...

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
- And more...
- 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

Microlearning Medley: Holistic Approach to Learning 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




