


Effective communications, stakeholder management, and leadership can be the difference between project success or failure. Effective communications, stakeholder management, and leadership can be the difference between project success or failure. This course provided guidance and examples on how to create a healthy project foundation—the course then dove into effective communications building blocks.

The key takeaways from this course include:

- The best project managers always put their people first. They place the right people in the right roles. Fostering an empowering and problem-solving mindset. ✓
- Communicate project objectives that are crisp, understandable, and actionable. They ensure a common understanding of what the project will and will not produce and avoid scope creep. ✓
- Strive to be a servant leader. Work alongside your team and put them first. This will build trust and help you better understand project details, discover issues, and succeed. ✓
- Understand the criticality of having effective conversations early and throughout the project. Practice key communication skills essential to project success. Examine areas such as written, oral, public speaking, presentation skills, teamwork, collaboration, and negotiation. ✓
- Develop a process for managing end-to-end project communications. Identify challenges and potential solutions to ensure effective communications. ✓
- Understand various media options available and the advantages and disadvantages of each. Research and select the most appropriate media. Understand the difference between synchronous and asynchronous communications and select the media that matches the need. ✓
- Understand the impact of culture on effective communications. Avoid allowing project communications to be dependent upon the *grapevine*. ✓
- Understand and practice the concept of failing fast. Know when a failing fast mindset can be advantageous. Understand potential areas where a project may fail. ✓
- Know the key roles required for the project to be successful. Assign roles and responsibilities using common RACI methodology. Ensure the team commits to their role. ✓
- Critical Path method is a scheduling technique that estimates the minimum project duration and allows you to determine how much scheduling flexibility you have on ✓

all schedule paths. Critical Chain is another scheduling methodology that adds resource and time buffers to all schedule paths to guard against potential resource shortages and delays. Use both methods to your advantage. ✓

- Develop and implement a Communications Management Plan. This plan defines all critical communications items, ensures information gets to the right stakeholders in a timely manner and enhances efficient and effective communications. Key communications items covered include virtual meetings and status reporting. ✓
- All stakeholders communicate differently. There are four basic communication styles. Adapt your message as much as possible to meet the audience's style and needs to improve communications effectiveness. ✓
- Attributes of a good leader were shared. You had an opportunity to assess your leadership strengths and weaknesses and develop an initial action plan to improve your leadership skills. ✓
- The Tuckman Ladder is a popular model that shares the steps a team must take to become highly productive. The model discusses readiness levels of an individual in each stage and provides a recommended leadership approach. Good leaders understand that each individual has different levels of ability and confidence and adapts their leadership situationally to meet those needs. ✓
- The difference between a manager and a leader was highlighted. A successful project manager should excel in both roles. We discussed the importance of knowledge sharing. Understand various categories of information you receive and use it to your advantage. ✓
- There may be times when you don't have all the information you need or adequate time to make an objective decision. Intuitive decision-making is a skill you need to develop and apply on those occasions. ✓
- A project manager must identify all required resources. Once identified, develop a plan that shares when resources are needed and in what quantity. Finally, the project manager must manage and control the resources provided wisely. A resource breakdown structure (RBS) is a great tool to accomplish these goals. ✓
- A project manager should strive to establish a culture of trust. In addition, a successful project manager displays high levels of Emotional Intelligence. Begin with self-awareness and learn to self-manage. From there, social awareness will increase, and relationships will gel. ✓

- The ability to effectively manage up is critical. In addition, adaptability and resilience are skills to work on and improve. 
- There are many reasons why projects fail. At the top of the list are poor communications, inadequate stakeholder management, and a lack of effective leadership. Use tools and techniques provided in this course to move your project management skills to the next level. 