



PMI TRAINING

Project Management Negotiation Communication Skills Course

Master project negotiation and communication skills. Deliver successful projects by resolving conflicts and building strong teams.

DURATION

48 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

The Project Management Negotiation Communication Skills Course is designed for intermediate-level project professionals seeking to master the crucial soft skills that differentiate good project managers from great ones. In today's complex project environments, the ability to negotiate effectively and communicate clearly is paramount to achieving project objectives, managing stakeholder expectations, and navigating unforeseen challenges. This course delves into a comprehensive array of strategies and techniques, aligning with Project Management Institute (PMI) best practices, to empower you with the tools needed for successful project outcomes.

Over 48 intensive hours, you will explore advanced communication models, conflict resolution tactics, and sophisticated negotiation frameworks tailored specifically for project contexts. You will learn to identify different negotiation styles, prepare robust negotiation strategies for various scenarios (e.g., vendor contracts, resource allocation, scope changes), and articulate project statuses and issues with precision and persuasive power. By honing these essential interpersonal skills, participants will not only enhance their individual performance but also significantly contribute to their organization's project success rates, fostering collaboration and mitigating risks associated with miscommunication or stalled agreements. This training ensures you can confidently lead, influence, and deliver projects to their full potential.

Duration	48 hours
Level	Intermediate
Vendor	PMI

COURSE CURRICULUM

01 Module 1: Foundations of Project Communication

- Understanding Communication Models in Project Management
- Identifying Communication Barriers and Enhancers
- Developing Stakeholder Communication Plans
- Techniques for Effective Active Listening and Feedback
- Adapting Communication for Diverse Audiences (Internal, External, Technical, Non-Technical)

02 Module 2: Mastering Project Negotiation Strategies

- Principles of Effective Project Negotiation
- Understanding Different Negotiation Styles (Distributive vs. Integrative)
- BATNA, WATNA, ZOPA: Key Negotiation Concepts
- Preparing for Negotiations: Objectives, Concessions, and Alternatives
- Negotiating Scope Changes, Budget Allocations, and Resource Conflicts

03 Module 3: Conflict Resolution and Influence in Projects

- Identifying Sources of Conflict in Project Environments
- Conflict Resolution Strategies: Win-Win, Win-Lose, Lose-Lose Scenarios
- Techniques for Mediating Project Team Disputes
- Leveraging Influence and Persuasion without Authority
- Building Consensus and Gaining Buy-in from Stakeholders

04 Module 4: Advanced Communication Techniques for Project Leaders

- Crisis Communication in Project Management
- Presenting Project Status and Progress to Senior Management
- Crafting Compelling Project Proposals and Reports

- Facilitating Productive Meetings and Workshops
- Developing Emotional Intelligence for Enhanced Project Leadership

05 Module 5: Ethical Considerations and Cross-Cultural Communication

- Ethical Dimensions in Project Negotiation and Communication
- Navigating Cross-Cultural Communication Challenges
- Building Trust and Rapport in Diverse Project Teams
- Addressing Misunderstandings and Cultural Nuances
- Case Studies in Ethical and Cross-Cultural Project Interactions

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Senior Project Manager focused on large-scale, complex initiatives requiring significant stakeholder engagement and vendor management.**
- > **Program Manager responsible for overseeing multiple interdependent projects and negotiating resources across various teams.**
- > **Project Management Consultant advising organizations on optimizing project delivery and improving team dynamics through enhanced communication.**

FREQUENTLY ASKED QUESTIONS

Q: How will mastering negotiation and communication specifically improve my project delivery success rate?

This course equips you with the practical strategies to proactively manage expectations, resolve conflicts before they escalate, and secure favorable agreements with stakeholders, vendors, and team members. By improving your ability to articulate project needs, influence decisions, and navigate complex discussions, you will significantly reduce scope creep, resource bottlenecks, and stakeholder dissatisfaction, leading directly to higher project completion rates within budget and schedule.

Q: Are there any specific prerequisites or prior experience recommended for this intermediate-level course?

While there are no strict formal prerequisites, this course is designed for project professionals with some foundational project management experience. Participants who have managed at least one project, or possess a basic understanding of project lifecycle phases and common project management terminology (e.g., from a PMP or CAPM background), will gain the most from the intermediate-level negotiation and communication strategies covered.

Q: How does this course complement other PMI certifications like the PMP or PMI-ACP?

This course directly enhances the practical application of knowledge gained from certifications like PMP or PMI-ACP. While those certifications cover the 'what' and 'how' of project processes, this course focuses on the critical 'soft skills' – the 'who' and 'why' – of effective project interaction. It provides the advanced interpersonal tools necessary to successfully implement the methodologies learned in other certifications, particularly in areas like stakeholder management, risk communication, and contract negotiations.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

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