

Course Description

Project Team Skills for the IT Professional AMS107

14 Professional Development Units
14 Education Hours

Overview

Regardless of your position or the role you occupy on your team, you will benefit from learning how teams operate and function. And as a member of a team, you will learn how to professionally thrive and develop as a project management professional within your team. As you grow, the real beneficiary of your efforts will be your customer.



Project Team Skills for the IT Professional is designed to teach participants to work as an effective team member. In today's environment, IT organizations are moving toward a team environment. IT professionals are participating on task forces and other cross-functional teams. The expectations for these teams are very high. The problem is that few IT professionals have been trained to deal with the interpersonal and organizational issues that arise within teams. This course equips team members with the tools needed to interact effectively on teams and with their teammates. Attention is paid to individual skill sets as well as the collective culture.

Learning Objectives

- Define the terms “team” and “team building”
- Understand the 6 types of teams and how they function
- Discuss the 4 stages of team evolution and how to assist teams in each stage
- Understand the components of a successful project team
- Identify team member roles
- Understand the 5 team leadership models and how to choose the one most appropriate for a given project
- Identify, plan and execute the types of team meetings that will be required
- Understand team operating rules to help your team function more effectively
- Define the team decision-making rules
- Comprehend techniques to effectively manage group dynamics
- Discuss the levels and types of conflict
- Discuss causes of conflict
- Understand the positive and negative aspects of conflict
- Understand the 5 conflict management styles and when to use each
- Build consensus within the team including trust, team spirit and team synergy
- Develop techniques to stimulate team creativity and think “outside the box”

Format

This course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by hands-on exercises. The emphasis is on the practical application and adaptation of selected tools and processes.

Duration

Two days

Who Should Attend

IT professionals at all levels who must work more effectively as part of their work group, task force or project team would benefit by taking this course.