

LEADERSHIP AND COMMUNICATION SKILLS FOR PROJECT MANAGERS



GENTEX[®]
TRAINING CENTER



Introduction

Project managers deliver through people they influence rather than direct, and that demands leadership as much as planning skill. The Leadership and Communication Skills for Project Managers Training Course develops both. Participants examine leadership styles, team motivation, stakeholder communication, and the conversations that keep projects moving. Furthermore, the programme covers conflict, difficult sponsors, virtual teams, and reporting that decision makers trust. Delivered by Gentex Training Center over five days, this programme suits project and programme managers at every stage of their careers. As a result, participants lead teams more confidently and communicate with far greater impact.

Leadership and Communication Skills for Project Managers Course Objectives

- Explain the difference between project management and project leadership.
- Apply Situational Leadership and Goleman's six leadership styles to project teams.
- Motivate and develop project team members using the GROW coaching model.
- Map project stakeholders using the power-interest grid and RACI matrices.
- Build a project communication plan with audiences, channels, and cadence.
- Run effective project meetings with agendas, minutes, and decision logs.
- Deliver status reports, escalations, and exception reporting clearly using the BLUF principle.
- Manage project conflict with the Thomas-Kilmann Instrument and mediation techniques.
- Handle difficult sponsors, scope pressure, and competing priorities diplomatically.
- Communicate effectively across virtual and multicultural project teams.

Course Methodology

- Interactive sessions combining leadership theory and project practice.

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- Communication planning workshops on live project scenarios.
- Role-plays covering escalations, sponsor pressure, and team conflict.
- Presentation labs with recorded status reporting and structured feedback.
- Case studies of successful and failed project leadership.
- Action planning with a personal leadership development plan.

Who Should Take This Course

- Project managers and programme managers.
- Project engineers and technical project leads.
- PMO staff moving into project leadership.
- Team leaders responsible for delivery within projects.
- Business analysts and change leads coordinating projects.
- Construction, IT, and engineering project supervisors.
- Professionals preparing for their first project management role.

Leadership and Communication Skills for Project Managers Course Outlines

Day 1: Project Leadership Foundations

- Project management versus project leadership.
- Situational Leadership: directing, coaching, supporting, delegating.
- Daniel Goleman's six leadership styles in project settings.
- Team development stages and their leadership demands.
- Building trust, psychological safety, and accountability.
- Emotional intelligence basics for project leaders.



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- Self-assessment: personal project leadership profile.

Day 2: Stakeholder Communication and Planning

- Stakeholder mapping with the power-interest grid.
- RACI matrices for roles and decision rights.
- Building a project communication plan: audiences, messages, channels, cadence.
- Reporting structures: status, progress, exception, and closure reports.
- The BLUF principle and the pyramid principle for project reporting.
- Escalation paths and governance communication.
- Workshop: building a project communication plan.

Day 3: Meetings, Teams, and Coaching

- Meeting design: agendas, timekeeping, minutes, and action logs.
- Running kick-offs, stand-ups, reviews, and retrospectives.
- Coaching team members with the GROW model.
- Giving feedback on performance and quality issues.
- Delegation, motivation, and recognition in projects.
- Onboarding and integrating new team members.
- Practice: chairing a project review meeting.

Day 4: Conflict, Pressure, and Difficult Conversations

- Sources of project conflict and early warning signs.
- Conflict handling with the Thomas-Kilmann Instrument.
- Mediating between team members and suppliers.
- Handling difficult sponsors, scope creep, and unrealistic deadlines.



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- Delivering bad news honestly and constructively.
- Managing pressure and protecting team morale.
- Role-play: a tense steering committee review.

Day 5: Virtual Teams, Influence, and Action Planning

- Leading virtual and hybrid project teams across time zones.
- Communication protocols and tools for distributed teams.
- Cultural awareness in project communication.
- Influencing without authority across functions.
- Measuring communication and leadership effectiveness.
- Building a 90-day project leadership development plan.
- Final practice, peer review, and course consolidation.

Conclusion

By successfully completing the Leadership and Communication Skills for Project Managers Training Course, participants will have acquired practical knowledge of Situational Leadership, Goleman's leadership styles, stakeholder mapping, project communication planning, the GROW coaching model, conflict management, and virtual team leadership. In addition, they will lead project teams with clarity and confidence. Gentex Training Center delivers this programme through recorded practice and live project simulations, so participants apply their new knowledge immediately.

FAQs





Q1 What is the "Leadership and Communication Skills for Project Managers" course about?

The course develops the leadership and communication capabilities that project delivery depends on. It covers leadership styles, team coaching, stakeholder mapping, communication planning, meeting management, conflict handling, and virtual team leadership.

Q2 What are the key benefits of the "Leadership and Communication Skills for Project Managers" course?

Participants keep projects on track by communicating clearly and resolving friction early. Furthermore, they motivate teams more effectively, handle difficult sponsors with composure, and report so decision makers act. As a result, projects suffer fewer delays and escalations.

Q3 What skills will I gain from the "Leadership and Communication Skills for Project Managers" course?

Participants gain project leadership and situational style adaptation, stakeholder communication and reporting, team coaching and meeting facilitation, and conflict and difficult conversation management. These four skills combine to raise delivery confidence and team performance.



Q4 What tools, methods, or standards are covered in the "Leadership and Communication Skills for Project Managers" course?

The programme uses the Situational Leadership model, Daniel Goleman's six leadership styles, the GROW coaching model, the power-interest grid, RACI matrices, project communication plans, the BLUF and pyramid principles, meeting agendas and decision logs, the Thomas-Kilmann Conflict Mode Instrument, and virtual team communication protocols.

Q5 How is the "Leadership and Communication Skills for Project Managers" course applied in real-world practice?

Project managers apply it when chairing a steering committee, reporting a delay to a sponsor, resolving conflict between team members, onboarding new resources, running virtual stand-ups across time zones, and managing scope pressure from stakeholders. In addition, they use it to rebuild team morale after a difficult phase.