

# **Soft Skills for Project Management**

**Total Duration:** 24 hours (Modular)

**Ideal For:** Project Managers, Team Leads, Aspiring PMs

**Methodology:** Case Studies, Role-Plays, Group Activities, Reflection Exercises, and Assessments

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## **Course Objectives**

By the end of this course, participants will:

- Understand how soft skills enhance project success
  - Communicate effectively with stakeholders and team members
  - Navigate conflict and negotiation with confidence
  - Motivate and lead cross-functional teams
  - Manage time, meetings, and expectations strategically
  - Build resilience and emotional intelligence as a leader
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## **Course Modules**

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### **Module 1: Introduction to Soft Skills in Project Management**

- What makes a project manager effective beyond tools and timelines?
- Technical vs. soft skills – striking the balance
- Case Study: Why some projects fail despite good planning
- Self-assessment: My soft skills gap as a PM

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## **Module 2: Communication Mastery for Project Leaders**

- Communicating with clarity and confidence
- Listening actively and reading between the lines
- Stakeholder communication styles and mapping
- Writing emails, meeting notes, and project briefs with impact
- Activity: Rewrite a confusing project email

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## **Module 3: Leadership & Influence without Authority**

- The PM as a people manager, not just a planner
- Situational and transformational leadership styles
- Influencing without formal power
- Motivating teams through vision and recognition
- Group Discussion: How to lead in matrix teams

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## **Module 4: Emotional Intelligence for High-Pressure Situations**

- Understanding emotional intelligence (EQ) in project environments
- Self-awareness and managing emotional triggers
- Building empathy and social awareness
- Managing team morale during stress or change
- Role Play: Handling team burnout during project crunch

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## **Module 5: Conflict Resolution & Assertiveness**

- Identifying sources of project conflict
- Techniques for de-escalating tension
- The assertiveness spectrum: passive → aggressive → assertive
- Tools: DESC technique, win-win approach
- Simulation: Team member conflict over delayed tasks

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## **Module 6: Negotiation Skills for Project Success**

- Planning and structuring a negotiation
- Stakeholder expectations vs. project scope
- BATNA and prioritizing negotiation levers
- Negotiation role-play: Budget and scope discussion

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## **Module 7: Time Management, Meetings & Delegation**

- Prioritization techniques: Eisenhower Matrix, MoSCoW
  - Planning focused meetings and avoiding “meeting fatigue”
  - Delegation vs. dumping – assigning tasks smartly
  - Live Exercise: Delegate a project activity to a team member
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## **Module 8: Risk Communication & Decision-Making**

- Communicating risk without creating panic
  - Decision-making frameworks (6-step model, RACI)
  - Collaborative vs. solo decisions: when to involve others
  - Case Exercise: Managing a delay due to vendor non-compliance
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## **Module 9: Building Trust and Accountability**

- Psychological safety in project teams
  - Holding others accountable with empathy
  - Transparency, follow-through, and consistency
  - Activity: Giving constructive feedback using SBI model
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## **Module 10: Capstone – Leading a Project with People Power**

- Group simulation of a challenging project
- Soft skills-based leadership required at each stage
- Feedback session and individual coaching