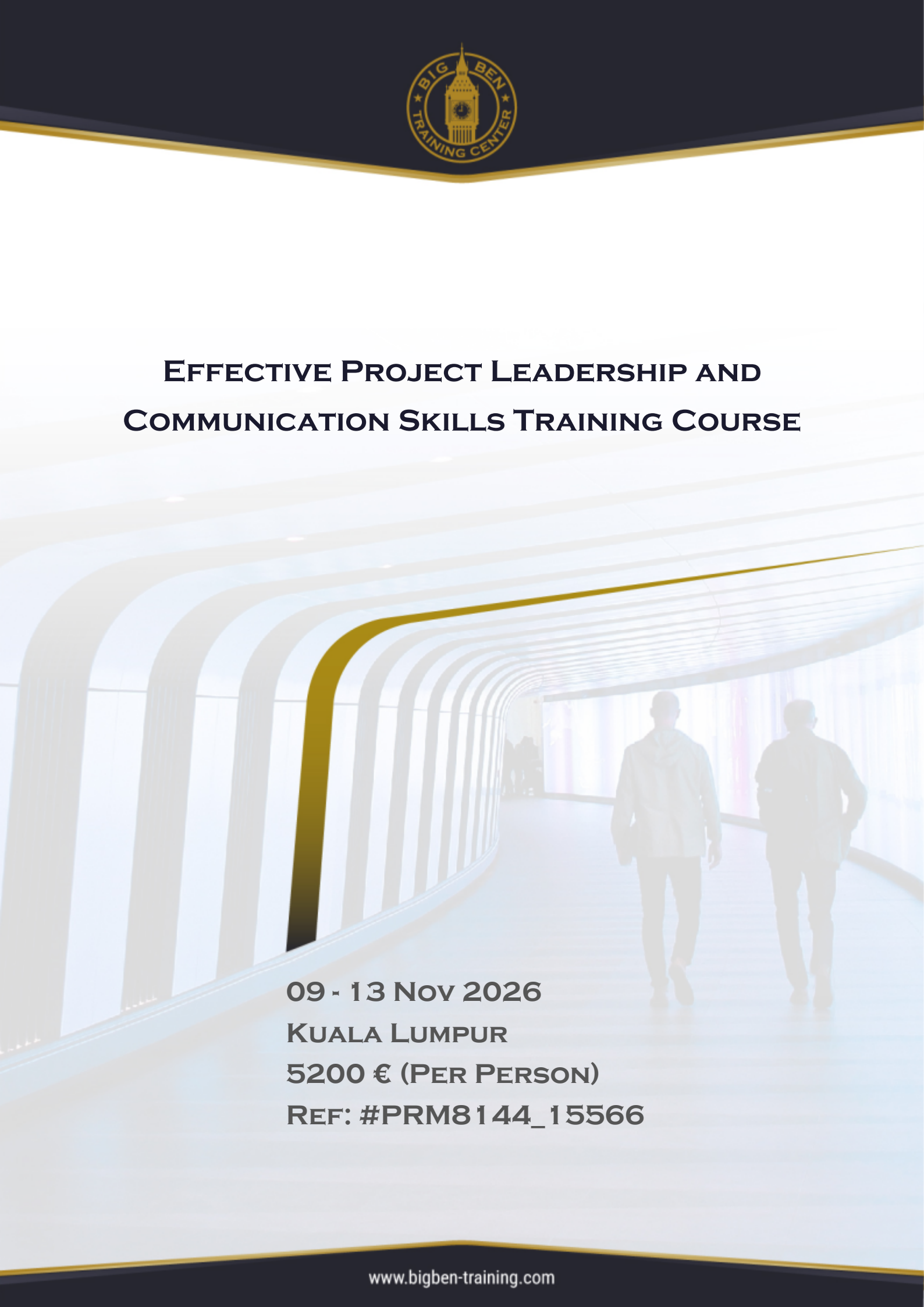
Effective Project Leadership and Communication Skills Training Course



09 - 13 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PRM8144_15566

Course Introduction / Overview:

The success of any project is not solely dependent on technical skills but is fundamentally driven by effective leadership and communication. This training course is meticulously designed to bridge the gap between technical project management and the critical soft skills required to inspire teams, manage stakeholders, and navigate complex organizational dynamics. Participants will explore the principles of influential leadership, learn how to build high-performing teams, and master the art of clear and compelling communication. The curriculum draws from a wide body of research on organizational behavior and psychology, with a particular focus on the work of Daniel Goleman, the renowned psychologist and author of "Emotional Intelligence: Why It Can Matter More Than IQ." His groundbreaking work provides a framework for understanding how emotional intelligence paramount for effective leadership and communication is. By integrating Goleman's concepts with practical, project-specific scenarios, BIG BEN Training Center provides a holistic learning experience. This program empowers project managers to move beyond simple task execution and become true leaders who can motivate, negotiate, and communicate their way to project success.

Target Audience / This training course is suitable for:

- Project managers and team leaders.
- Program managers and portfolio managers.
- Aspiring project managers and project coordinators.
- Stakeholder managers and business analysts.
- Senior executives seeking to improve team performance.
- Department heads and functional managers.
- Anyone who leads or influences project teams.

Target Sectors and Industries:

- Information Technology (IT) and Software Development.
- Construction and Engineering.
- Healthcare and Pharmaceuticals.
- Financial Services.
- Consulting and Professional Services.
- Government agencies and equivalents.
- Telecommunications.

Target Organizations Departments:

- Project Management Office (PMO).
- Information Technology (IT).
- Human Resources (HR).
- Operations and Administration.
- Strategic Planning.
- Marketing and Communications.

Course Offerings:

By the end of this course, the participants will have able to:

- Apply leadership styles to motivate and guide project teams.
- Communicate effectively with stakeholders at all levels.
- Master negotiation and conflict resolution skills.
- Build and maintain trust within a project team.
- Provide constructive feedback and foster a culture of open communication.
- Influence key decision-makers and navigate organizational politics.
- Enhance their emotional intelligence for better team dynamics.

Course Methodology:

This training course is a highly interactive and experiential learning journey. The methodology is built on the foundation of role-playing, group exercises, and real-world case studies that simulate the challenges project leaders face daily. Participants will engage in workshops focused on active listening, delivering compelling presentations, and navigating difficult conversations with team members or stakeholders. The curriculum emphasizes teamwork and peer feedback, creating a safe environment to practice and refine new skills. The instructor, an expert in both project management and leadership, will facilitate discussions and provide personalized coaching. This hands-on approach, which includes feedback sessions and practical application exercises, ensures that the skills learned are not just theoretical but are internalized and ready for immediate use. BIG BEN Training Center believes that mastering soft skills requires practice, and this course is designed to provide that vital opportunity.

Course Agenda (Course Units):

Unit One: The Core of Project Leadership

- Understanding the difference between management and leadership.
- Exploring different leadership styles and when to apply them.
- Emotional intelligence is a foundation for effective leadership.
- Setting a clear vision and inspiring team members.
- Building a culture of trust and psychological safety.

Unit Two: Strategic Stakeholder Communication

- Identifying and analyzing key project stakeholders.
- Developing a tailored communication plan for different audiences.
- Mastering the art of persuasive presentations and proposals.
- Active listening and building rapport.
- Communicating difficult news and managing expectations.

Unit Three: Negotiation and Conflict Resolution

- Understanding the sources of project conflict.
- Applying negotiation techniques to resolve issues and secure resources.
- Mediating conflicts between team members.
- Providing and receiving constructive feedback.
- Strategies for navigating organizational politics.

Unit Four: Building High-Performing Teams

- Recruiting and onboarding project team members.
- Defining roles and responsibilities to minimize ambiguity.
- Fostering collaboration and celebrating success.
- Delegating effectively and empowering team members.
- Performance management and coaching for continuous improvement.

Unit Five: Advanced Leadership and Influence

- Leading in a virtual or hybrid project environment.
- Developing your personal brand as a project leader.
- Influencing without authority.
- Creating a legacy of leadership within your organization.
- Reflecting on your leadership journey and setting future goals.

FAQ:

Qualifications required for registering to this course?

There are no prerequisites.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can a project manager's ability to communicate with empathy and authenticity directly impact a project's risk profile and stakeholder engagement?

What unique qualities does this course offer compared to other courses?

This training course stands out by focusing exclusively on the human element of project management, which is often a secondary topic in more technical programs. Its unique quality is its dedicated, deep-dive approach to leadership and communication, recognizing that these "soft skills" are the most significant differentiators between a good project manager and a great one. The curriculum is not just a checklist of communication tools but is an immersive experience in behavioral change. It utilizes frameworks from respected academics like Daniel Goleman to provide a psychological basis for its teachings. The emphasis on hands-on practice, including role-playing and tailored feedback, ensures that participants leave with more than just knowledge they gain the confidence and competence to lead with influence, resolve conflicts with grace, and inspire their teams to achieve more than they thought possible. This training is a transformative journey that molds project managers into true leaders.