

# Project Leadership and Management: 2 Day Program

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“I thought it was very specific and dealt with skills and not just theory. Very interesting.”

— STEVEN AGUIAR,  
 AETNA BRIDGE, CO.

“The program displayed new ideas and techniques. I will employ to become a better project manager in the future.”

— ROBERT HUNTER,  
 ASSISTANT PROJECT MANAGER  
 DANIEL MARR & SON

“Thought it was very informative. It was a good analysis of PM jobs and how to be successful one day in this position.”

— KEVIN CONNOLLY,  
 ASSISTANT PROJECT MANAGER  
 BERLIN STEEL CONSTRUCTION

Managing financial resources is as important to your business as managing your people and your jobs. Cash shortages and poor financial performance lead to pressure from banks and sureties, higher borrowing costs and potential business failure. Ultimately, accounting and finance are the language of business. If you or your employees do not understand the language of business, how can you possibly expect to succeed as a construction company?

This intensive one and one-half day program focuses on understanding the language of business so that you can gain profitable work and leave unprofitable jobs behind. Guided by both the informative and applicable elements of the program, managers become aware of the impact of their decisions or inaction on the financial success of the company. Financial Management for Contractors allows you to invest in the proper training of your managers, minimize cost oversights and errors and better control your company expenditures.

## PROGRAM AGENDA

### Leadership and Management

- Define a “good” project manager
- Differentiate between leadership and management
- Understand the keys to leading well
- Relate the importance of motivating and energizing your team to their performance

### Impact of Productivity on Profitability

- Examine the factors that prevent us from being as productive as we could be
- Understand how construction companies “keep score”
- Discuss specific habits used by the best field managers
- Discuss how to work smarter not harder

### Best Practices

- Explain the benefits of identifying and using standard procedures derived from best practices
- Use flow charting to understand, develop, and improve standard procedures on the project or in your company
- Communicate standard procedures to project teams
- Establish a team culture in which best practices are embraced and leveraged
- Identify situations in which it is appropriate to use non-standard procedures

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"I am leaving with a new outlook on customer relations."

— KEVIN ROBERTS,  
BERLIN STEEL CONSTRUCTION

"The program is geared to helping PMs make the next step in their career."

— DAVID ORLANDO,  
PROJECT MANAGER  
BERLIN STEEL CONSTRUCTION

## Customer Focused Construction

- Define the various "customers" PMs interact with
- Understand the value of the customer
- Use tools to develop an appropriate, client-centered response to issues
- Implement a customer-focused strategy for your projects

## Negotiating Skills

- Understanding the difference between competitive and cooperative negotiating
- What is win-win and how do you get to it?
- Explore the spectrum of dispute resolution strategies from step negotiation through litigation
- Control the structure to control the outcome

## Key Performance Indicators

- Key metrics that define Project Success
- Techniques for capturing these metrics and securing accurate input from your team
- Using KPIs to drive performance on future projects

## Improving Your Communications Skills

- Types and forms of verbal and non-verbal communication
- Ensuring that there is clarity in your communications
- Pitfalls to avoid with your team and your customers
- Communication approaches and techniques used by successful project leaders

## Performance Management

- Developing a culture of accountability and performance
- Defining critical areas that impact personal and project results
- Tracking and monitoring activities and results
- Building actions plans and performance plans for the project team

## Who Should Attend

This course is intended for key field and operations managers who are leading project teams and have responsibility for project results. The program will also benefit general foremen and other emerging project managers to prepare them for their future roles in the organization.