# Communication Skills for project managers Training Course

Professional Development Training Course Outline

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|---|---|---|---|
| **Category** | Project Management | **Duration** | 5 Days |
| **Base Fee** | $3,000 USD | **Delivery Mode** | Online / On-site Hybrid |

## Course Introduction

Effective communication is a critical success factor in project management, directly influencing stakeholder alignment, team performance, risk management, and project outcomes. Project managers operate at the intersection of strategy, execution, and collaboration, requiring advanced communication skills to convey goals, manage expectations, resolve conflicts, and drive accountability across diverse teams. Communication Skills for Project Managers Training Course focuses on strengthening verbal, written, visual, and interpersonal communication competencies essential for managing complex projects in dynamic organizational environments. Participants will explore structured communication frameworks, stakeholder communication strategies, and practical tools that enhance clarity, trust, and engagement throughout the project lifecycle.

The course emphasizes real-world application through scenario-based learning, leadership communication techniques, and case studies drawn from cross-functional and multi-stakeholder projects. Participants will learn how to adapt communication styles to different audiences, manage difficult conversations, communicate risks and changes effectively, and leverage digital collaboration tools. By the end of the program, project managers will be equipped to lead with confidence, improve decision-making, reduce misunderstandings, and deliver projects more efficiently through clear, strategic, and impactful communication.

## Programme Curriculum

**Communication Skills for Project Managers Training Course**

**Introduction**

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intersection of strategy, execution, and collaboration, requiring advanced communication skills to convey goals, manage expectations, resolve conflicts, and drive accountability across diverse teams. Communication Skills for Project Managers Training Course focuses on strengthening verbal, written, visual, and interpersonal communication competencies essential for managing complex projects in dynamic organizational environments. Participants will explore structured communication frameworks, stakeholder communication strategies, and practical tools that enhance clarity, trust, and engagement throughout the project lifecycle.

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**Course Objectives**

1. Strengthen core communication competencies required for effective project management.
2. Apply structured communication frameworks across the project lifecycle.
3. Improve stakeholder communication and expectation management.
4. Enhance verbal and written communication for project documentation and reporting.
5. Develop active listening and feedback skills for team leadership.
6. Manage difficult conversations and conflict through constructive dialogue.
7. Communicate project risks, issues, and changes with clarity and confidence.
8. Adapt communication styles to diverse teams and cultural contexts.
9. Lead meetings and presentations with purpose and impact.
10. Improve negotiation and persuasion skills for project alignment.
11. Leverage digital tools for virtual and hybrid project communication.
12. Strengthen leadership presence and emotional intelligence.
13. Build communication strategies that support project success and governance.

**Organizational Benefits**

- Improved project delivery through clear and consistent communication
- Reduced misunderstandings, rework, and project delays
- Stronger stakeholder engagement and trust
- Enhanced collaboration across cross-functional teams
- Better risk identification and escalation
- Improved decision-making and accountability
- Increased team morale and productivity
- Stronger leadership capability among project managers
- Improved change management effectiveness
- Higher success rates for complex and multi-stakeholder projects

**Target Audiences**

- Project managers and program managers

- Project coordinators and team leads
- PMO staff and project analysts
- Technical leads and functional managers
- Change management professionals
- Consultants managing client projects
- Team members preparing for project leadership roles
- Executives overseeing project portfolios

**Course Duration:** 10 days

**Course Modules**

**Module 1: Communication Fundamentals for Project Managers**

- Role of communication in project success
- Common communication failures in projects
- Project manager as a communication leader
- Communication channels and information flow
- Aligning communication with project objectives
- Case Study: Project failure caused by poor communication

**Module 2: Communication Styles and Self-Awareness**

- Understanding different communication styles
- Assessing personal communication strengths and gaps
- Adapting style to stakeholders and teams
- Managing assertiveness and empathy
- Building credibility and trust
- Case Study: Style mismatch in a cross-functional project team

**Module 3: Active Listening and Feedback Skills**

- Principles of active listening
- Barriers to effective listening in projects
- Asking powerful questions
- Giving and receiving constructive feedback
- Managing emotional responses
- Case Study: Misaligned requirements due to poor listening

**Module 4: Stakeholder Communication Management**

- Identifying and analyzing project stakeholders
- Stakeholder communication planning

- Managing expectations and influence
- Communicating with sponsors and executives
- Handling resistance and concerns
- Case Study: Stakeholder conflict during project execution

**Module 5: Verbal Communication and Leadership Presence**

- Clear and confident verbal communication
- Communicating authority without formal power
- Storytelling for project leadership
- Managing tone, pace, and body language
- Communicating under pressure
- Case Study: Leading a project turnaround meeting

**Module 6: Written Communication for Project Managers**

- Writing clear project emails and messages
- Structuring reports and status updates
- Documenting decisions and actions
- Avoiding ambiguity in written communication
- Writing for different audiences
- Case Study: Escalation confusion due to unclear reporting

**Module 7: Effective Meetings and Facilitation**

- Planning productive project meetings
- Setting agendas and objectives
- Facilitating discussions and decision-making
- Managing dominant or disengaged participants
- Capturing outcomes and follow-ups
- Case Study: Ineffective meetings delaying project milestones

**Module 8: Presentation Skills for Project Managers**

- Designing clear and compelling presentations
- Presenting project status and performance
- Visual communication and data storytelling
- Handling questions and objections
- Presenting to senior leadership
- Case Study: Executive presentation that changed project direction

**Module 9: Communicating Risk, Issues, and Change**

- Principles of transparent risk communication
- Escalating issues appropriately
- Communicating project changes and impacts
- Managing uncertainty and ambiguity
- Maintaining trust during challenges
- Case Study: Poor change communication causing stakeholder resistance

**Module 10: Conflict Management and Difficult Conversations**

- Sources of conflict in projects
- Conflict resolution communication techniques
- Managing difficult stakeholders and team members
- Giving negative feedback constructively
- De-escalation strategies
- Case Study: Resolving team conflict during delivery phase

**Module 11: Negotiation and Influence Skills**

- Negotiation fundamentals for project managers
- Influencing without authority
- Balancing competing priorities
- Achieving win-win outcomes
- Ethical persuasion techniques
- Case Study: Resource negotiation across departments

**Module 12: Cross-Cultural and Virtual Communication**

- Cultural differences in communication styles
- Communicating in global project teams
- Managing virtual and hybrid teams
- Overcoming language and time-zone barriers
- Building engagement remotely
- Case Study: Miscommunication in a global project team

**Module 13: Digital Communication Tools for Projects**

- Selecting appropriate communication tools
- Managing information overload
- Collaboration platforms and dashboards
- Virtual meeting best practices
- Cyber etiquette and professionalism

- Case Study: Tool misuse causing project confusion

**Module 14: Emotional Intelligence and Leadership Communication**

- Emotional intelligence in project leadership
- Self-regulation and empathy
- Motivating teams through communication
- Managing stress and pressure
- Building psychological safety
- Case Study: Leadership communication improving team morale

**Module 15: Building a Project Communication Strategy**

- Developing a project communication plan
- Aligning communication with governance structures
- Measuring communication effectiveness
- Continuous improvement of communication practices
- Personal communication development planning
- Case Study: Communication strategy driving project success

**Training Methodology**

- Instructor-led presentations and facilitated discussions
- Practical communication exercises and role plays
- Group activities and peer learning sessions
- Real-world project case study analysis
- Simulations of meetings, presentations, and negotiations
- Individual action planning and feedback

**Register as a group from 3 participants for a Discount**

**Send us an email: info@fineskilltrainingcenter.org or call** *+254769199797*

***Certification***

*Upon successful completion of this training, participants will be issued with a globally- recognized certificate.*

***Tailor-Made Course***

*We also offer tailor-made courses based on your needs.*

**Key Notes**

**a.** The participant must be conversant with English.

**b.** Upon completion of training the participant will be issued with an Authorized Training Certificate

**c.** Course duration is flexible and the contents can be modified to fit any number of days.

**d.** The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

**e.** One-year post-training support Consultation and Coaching provided after the course.
**f.** Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

## Upcoming Scheduled Sessions

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 27 Nov 2026 | Online | $1,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $1,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $4,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |

Ready to enroll or request a customized program? Book online or contact us:

**Register Online Now**

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com