

Entry Leadership and Interpersonal Skills - 3 Days

Course U159 Overview

You Will Learn How To

- Deliver dynamic presentations that support the federal acquisition process
- Write clear and concise acquisition documents such as project goal statements and system requirements
- Make better decisions through critical thinking and creative problem solving
- Recognize and remove barriers to individual and group creativity to foster an innovative work environment
- Leverage emotional intelligence (EI) models to improve your effectiveness as a leader
- Provide exceptional customer service that achieves results while removing waste from organizational processes

Course Benefits

Navigating the complex federal acquisition process requires communication and leadership skills. This course offers strategies for developing effective leadership methods through critical thinking and creative problem-solving techniques that help foster a collaborative environment. Throughout the course, you gain emotional intelligence skills and core strategies for improving customer service and customer satisfaction within the acquisition life cycle.

Who Should Attend

Project managers and functional managers accountable for small to moderate government projects as well as experienced managers who want to improve their leadership and communication skills. This course is imperative for any acquisition professional seeking a Level I FAC-P/PM certification.

Workshop Course

Through an immersive, simulated case study, you gain practical leadership experience in acquiring technology for your agency and implementing a typical project management plan. Activities include:

- Delivering effective presentations
- Developing acquisition documentation
- Building a work breakdown structure
- Developing a network diagram and identifying the critical path
- Estimating costs of project alternatives
- Selecting sources
- Developing and writing clear requirements
- Selecting a contract vehicle
- Conducting functional analysis
- Establishing a testing plan
- Determining total cost of ownership

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Course U159 Outline

Introducing the FAC-P/PM Program

- Clarifying the FAC-P/PM initiative
- Describing acquisition reforms
- Establishing a culture of accountability
- Identifying program and career imperatives

Initiating Communication across the Acquisition Process

Communicating through business channels

- Examining formal and informal communication styles
- Assessing various written and verbal communication methods
- Analyzing the five Ws of communication

Defining your communication style

- Identifying how you interact with others
- Recognizing the importance of your ability to communicate effectively

Delivering Effective Presentations to Support the Acquisition Process

Making informal presentations

- Handling impromptu presentations
- Presenting "Table Topics"

Delivering formal presentations

- Preparing effective introductions and closings
- Incorporating mind mapping
- Defining the three communication modes
- Presenting complex data in a visual format
- Overcoming stage fright

Dissecting the structure of a presentation

- Capturing the audience with your opening remarks
- Adding questioning techniques within your presentation
- Building closing remarks

Benefiting from effective writing resources

- Reviewing basic business writing skills
- Targeting your correspondence to your reader
- Employing internet resources
- Conquering grammar traps

Crafting professional e-mails

- E-mailing in today's business world
- Guidelines for composing e-mails

Creating acquisition documentation

- Dissecting the requests for proposals
- Writing clear program objectives
- Identifying writing requirements
- Discussing the anatomy of system specifications

Adopting Creative and Critical Thinking Techniques

Describing contemporary brain models

- Identifying left brain/right brain thinking
- Maximizing brainstorming tactics
- Facilitating the brainstorming process

Incorporating critical thinking processes

- Formulating recommendations
- Working with the game theory method

Minimizing Conflict within Teams

Aligning teams within your organization

- Recognizing team dynamics
- Navigating the Integrated Product Development Team (IPDT)
- Applying hierarchical and evolutionary models

Overcoming conflict for optimal team dynamics

- Acknowledging sources of conflict
- Handling conflict

Emotional Intelligence in the Business Environment

The value of emotional intelligence

- Defining emotional intelligence
- Applying self-awareness and control
- Gaining self-awareness techniques

Demonstrating emotional intelligence

- Recognizing multiple intelligences
- Identifying group dynamics

Serving Your Customers, Stakeholders and Team

Projecting a culture of accountability

- Establishing individual accountability
- Creating organizational accountability

Providing customer service

- Enhancing customer value
- Applying lean Six Sigma approaches