



## E-LEARNING

100% online. May include pre-recorded session, live streaming/webinar and discussion forum, where applicable.

### ONLINE LEARNING VIA WEBINAR:

**DATE:** 29 & 30 Sep 2021

**TIME:** 9.00am to 5.00pm

**PLATFORM:** BCAA Learning Management System (LMS)

**FEE** (incl of GST): S\$970.00

### AWARD

e-Certificate of Attendance (e-COA) will be awarded to participants who meet the attendance requirement.

### CPD POINTS

PEB: -

# Managing Project Teams Effectively

## INTRODUCTION

Managing people can be frustrating and stressful especially when we are consumed with daily work and operations. Project managers, site supervisors, facility managers and building executives need to manage site agents, subcontractors, consultants, suppliers, tenants, etc and need to deal with issues and problems relating to slow work progress, inadequate resources, complaints from the public, etc on a daily basis. Managers who do not have good people management and interpersonal skills often make these situations worse. While managing people is challenging, there are practical techniques you can learn to be more effective.

## OBJECTIVES

The 2-day experiential workshop aims to teach participants practical solutions to effectively manage people by (1) understanding what makes people difficult; (2) learning how to communicate and manage people's expectations; and (3) learning practical strategies to deal with difficult people and situations. Through interactive activities, role plays and case studies, participants will learn how to apply practical tools to deal with common everyday problems in the workplace. Participants will develop personal action plans to help them manage and communicate with their project team members more effectively.

## CONTENTS

### DAY 1

- Self-awareness and understanding different behavioural styles
- How to manage the team effectively – balancing courage & empathy
- How to increase the teams' engagement, involvement & motivation
- How to give effective feedback
- How to communicate effectively to build strong interpersonal relationships

### DAY 2

- Understanding what makes people difficult
- Strategies for dealing with difficult people and situations
- How to resolve conflicts assertively
- Putting it all together: Preparing for peak performance
- Developing a personal action plan for success and the performance on site

## LECTURER

**SHERENA MISTRI YIANNOUKA** is the Founder & Country Manager of Dynargie Singapore. With more than 15 years of experience across Asia Pacific and the Middle East in Learning & Development and HR Consulting. Sherena is an accredited trainer in the areas of management & leadership training, interpersonal communication skills, presentation skills, personal and team effectiveness. Clients include Keppel Land, Ascendas, Temasek, Ministry of Defence, Ministry of Education, HDB, LTA & MAS. Sherena has been teaching at BCA Academy for over 10 years and has also recently started teaching on an Executive MBA program.

## TARGET AUDIENCE

Project managers, site supervisors, building owners, facilities managers, facilities executives and construction professionals who are keen to learn about people management skills.



### REGISTRATION

To register, please log into our Online StoreFront (OSF) at <https://eservices.bcaa.edu.sg/registration/#/> Login or scan QRcode and search for course code **77065**