



PM Notebook

Summarizing Project Management Concepts for the PMP Exam

DISCLAIMER: THE MATERIAL INCLUDED IN THIS DOCUMENT IS BASED ON DATA/INFORMATION GATHERED FROM VARIOUS RELIABLE SOURCES. NONE OF THIS DATA/INFORMATION IS A PROPERTY OF THE AUTHOR. NONE IS INTENDED TO MAKE A PROFIT IN ANY WAY. THIS IS FOR PERSONAL USE ONLY.

No great man ever complains of want of opportunity.
Ralph Waldo Emerson

Table of Contents

Appendix G – Interpersonal/Team/Soft Skills	4
Reactive vs. Proactive.....	6

APPENDIX G – INTERPERSONAL/TEAM/SOFT SKILLS

Coaching – When you coach people, you help them develop their skills and get better at what they do.

Communication – Open and honest.

Conflict Management

Emotional Intelligence (EI) – is the ability to identify and manage your own emotions and the emotions of others.

- **Inbound** – Self-management and self-awareness.
- **Outbound** – Relationship management.

Helps in –

- Emotionally control team.
- Reduction in staff turnover.

Facilitation – Structured ways to help people reach common understandings and solve problems. Numerous professionals refer to themselves as **facilitators** –

- Project Manager
- Trainers, Teachers, and Instructors
- Coaches

Examples of facilitation techniques –

- **Affinity Analysis/Clustering** – Categorizing sticky notes.
- **Brainstorming**
- **Flip Charting and Post-It Notes**
- **The T** – Focusing technique that ends endless unstructured debates and produces a better quality decision.

Influencing – The way you work as a PM can set the standard for your teammates.

Lateral Thinking – the process of seeking additional options, exploring unlikely paths, and attempting to escape from established patterns, labels, and classifications.

Types of lateral thinking –

- **Free Association**
- **Reversal**
- **Distortion**
- **Literalization**

Leadership Skills – Developing a vision and strategy, and motivating people to achieve them.

Management Skills – Accounting, procurement, logistics, etc.

Meetings – Most important is the list of issues to be discussed.

Mentoring – an experienced person (**mentor**) assists another (**mentoree**) in developing specific skills and knowledge that will enhance the less-experienced person's professional and personal growth.

Motivation – Helping team to be satisfied with the job they are doing.

Negotiation – Helping team come to an agreement.

- **Win-win** outcomes occur when each side of a dispute feels they have won.
- **Win-lose** situations result when only one side perceives the outcome as positive.
- **Lose-lose** means that all parties end up being worse off.
- **Yield-lose/win** strategy wherein one party yields to the other party (or parties) to protect and preserve the relationships involved.

Factors of negotiation:

- Compromise ability
- Adaptability
- Good faith

Political and cultural awareness – Understanding similarities and differences in the working environments across your team.

Problem Solving Skills –

1. **Identify** the problem
2. **Define** the problem and break it into manageable problems
3. **Investigate** and gather data
4. **Analyze** data
5. **Solve**
6. **Check** if the problem has been solved

Team Building – Helping your team to bond.

- Puzzles and games
- Ice breakers
- WBS creation and other team-bonding activities

Trust Building

Reactive vs. Proactive

Reactive – Reacting to the past rather than anticipating the future.

Proactive – Acting before a situation becomes a source of confrontation or crisis.