

# Readiness Checklist: Interpersonal Skills for Project Leaders

*Before you begin the assessment associated with this course, use the checklist below to ensure that you fully understand the course concepts and can complete the tasks associated with each one.*



Define and understand the vocabulary terms related to interpersonal skills as they relate to project management.



Identify and describe the facilitation tools and techniques project leaders can use to help teams make decisions.



Understand and apply best practices for leadership and the effective delegation of work.



Recognize and describe servant leadership, and identify when to facilitate rather than manage.



Describe how to moderate issues that arise from negotiations on the team, and detail how to use integrative negotiation efficiently and effectively.



Recognize and describe different conflict management techniques and the situations in which each is appropriate. Summarize the conflict management process, and identify when to escalate conflict resolution to other organizational personnel or departments.



Understand the Ethical Triangle, and outline its component parts.

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Describe how conflict can be beneficial for projects.