



**“Even If You Are On The Right Track, You’ll Get Run Over If You Just Sit There”
-- Will Rogers**

To be successful, you need to perfect the soft skills in life. What are you doing to improve yours?

It's Your Business - a newsletter from Integrated Process Developers, Inc.

February, 2008

There are many reasons why projects and organizations are not successful. However, some of the main causes are reasons that people do not want to discuss, much less confront directly. Many training programs address technical training needs but do not address soft skill development. What are you and your organization doing to improve your soft skills?

Integrated Process Developers, Inc. (IPDI) can work with your company to improve the effectiveness of your company's projects through our onsite and online soft skill training course offerings.

This issue of It's Your Business newsletter focuses on the importance of soft, interpersonal skills development.

Interpersonal Soft Skills Development

Kate Lorenz in her article “Ten Fatal Career Moves” (see upper right hand box) indicates that there are traits that can poison your career. The first two are:

- 1. Possessing Poor People Skills**
- 2. Not Being A Team Player**

What are you doing to improve yourself and your organization in the area of soft, interpersonal skills?

Integrated Process Developers, Inc. (IPDI) has a full offering of soft skill courses, both onsite, workshop based courses:

- **Effective Listening Skills:** Have you ever been told “you never listen”? Have you had to re-do an assignment because of ineffective listening? Have you missed appointments or business opportunities because you didn't listen well? (<http://www.processdevelopers.com/listening.asp>)
- **Interpersonal Communication Skills:** Are you finding it difficult to be assertive and non-confrontational? Are you known for your sarcasm? Do you struggle to deal with someone who is sarcastic toward you? Are you having a hard time speaking up? Are you too blunt? Do you find yourself blowing up? Are you tired of the conflict? Are you tired of not getting your needs met? (<http://www.processdevelopers.com/communications.asp>)
- **Facilitation Skills:** Are you feeling like your team meetings are "stuck in a rut" or are frequently off track? Are you unsure of how to get some people to participate and get others to

PMP Prep for Certification Public Course Offering

IPDI's popular and successful Project Management Professional – Preparation for Certification course is being offered to the public in southeast Michigan. [Click here](#) to learn more.

Ten Fatal Career Moves

It takes anywhere from three to 15 months to find the right job -- yet just days or weeks to lose it. Here are 10 traits that are career poison:

- #1: Possessing Poor People Skills
- #2: Not Being A Team Player
- #3: [Click here for the rest of the story...](#)

Project Management Humor

Muddle It Like A Manager

Want to be able to speak like management?

Want to impress your co-workers with your impressive knowledge of the latest management initiative?

All you need to do is think of a three digit number, then select the corresponding buzzword from the “Muddle It Like A Manager” table. For instance, 582 produces "responsive third-generation capability," a phrase that can be dropped into virtually any report or speech with that ring of decisive, knowledgeable authority.

No one will have the remotest idea what you are saying, but the

quiet down?

(<http://www.processdevelopers.com/facilitation.asp>)

- **Building Blocks for a Consensus that Sticks:** It's frustrating when some team members believe they have reached a consensus and later discover that only a few team members are committed to implementing the solution. The goal of Building Blocks for a Consensus that Sticks is to provide you insight, tools and techniques to build a team consensus that will be implemented. (<http://www.processdevelopers.com/consensus.asp>)
- **Business Writing for Results:** This workshop will guide you in getting the results you want from the documents you write. Brief instructor lectures are given to teach the necessary writing techniques and then the participants will immediately use the skills as they write their in-class document. (<http://www.processdevelopers.com/writing.asp>)
- **Speak So They'll Listen:** This is a fast paced learning experience that quickly gets you practicing vocal patterns and non-verbal maneuvers that are immediately transferable to your work life and your personal life. (<http://www.processdevelopers.com/speaklisten.asp>)
- **Team Building:** This course explains the four work styles and how to interact with those who have a different approach to work. You will learn to use communication tools to give, receive, and ask for feedback and to manage team conflicts. The course will demonstrate techniques for leading and motivating the team as well as define consensus and explain how to achieve it during group problem solving. (<http://www.processdevelopers.com/teambuilding.asp>)
- **Managing Conflict:** Although we wish we didn't have to have conflict in our lives, the realization is that it is inevitable. It's what we do with the conflict that makes the difference. (<http://www.processdevelopers.com/conflict.asp>)
- **Dealing with Difficult People:** If you are struggling to deal with people who blow up, attack, whine, or break promises, this workshop is for you. (<http://www.processdevelopers.com/difficultpeople.asp>)
- **BAAR Code for Managing Stress:** Stress in the workplace dis-empowers employees. It creates illness, weakens communication, drains creativity, impairs teamwork, and saps productivity. We cannot escape or avoid today's fast paced, rapidly changing, competitive, hi-tech workplace. The challenge is to restore a sense of power and control in our work lives. The answer is to equip ourselves with beliefs and skills not only to survive but also thrive in this workplace reality. (<http://www.processdevelopers.com/baarcode.asp>)
- **Practical Coaching Skills:** This workshop is for frustrated team leaders, supervisors, and managers who are not getting the change they want in employee behavior and performance. (<http://www.processdevelopers.com/coaching.asp>)
- **Leading the Project Team:** This workshop is designed to help you manage the people side of leading your project team. (<http://www.processdevelopers.com/projectteam.asp>)

For further program information visit our web site at:

important thing is that they are not about to admit it!

[Click here](#) to learn how to "Muddle It Like A Manager" and other project management humor.

If you have any project management humor, please forward it to Doug Boebinger at: ddb@processdevelopers.com

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As a PMI Registered Education Provider (REP), IPDI is qualified to provide your project management training needs, offer courses for PMP certification, and to meet your PDU re-certification requirements.



<http://www.processdevelopers.com/training.asp>



Thank you for your interest in our consulting and training services. We are looking forward to hearing from you today to discuss how IPDI can make your company and projects more efficient and effective.

Sincerely,

Douglas B. Boebinger, PMP
Integrated Process Developers Inc.

**IPDI - Your Company's Process Improvement and Project Management
Consulting & Training Provider**

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