COURSE SYLLABUS

FPM 134: Fundamentals of Leading Projects and Programs Course

This course helps new federal project and program managers develop the leadership and interpersonal skills needed to guide teams effectively. Participants learn to communicate clearly, influence without authority, manage conflict and change, and lead with integrity to achieve successful project outcomes.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/fpm-134-fundamentals-of-leading-projects-and-programs



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Course Outline

Module 1: Leadership and the Project Manager

- Distinguish between managing processes and leading people.
- Identify traits and behaviors of effective project leaders.
- Apply emotional intelligence principles to build team trust and motivation.
- Demonstrate ethical and professional behavior in leadership decisions.

Module 2: Fostering Accountability

- Set clear, measurable performance expectations for team members.
- Use coaching and feedback techniques to reinforce accountability.
- Recognize and address underperformance constructively.
- Create a team culture of ownership and mutual responsibility.

Module 3: Building Relationships, Solving Problems, and Managing Conflict

- Identify sources of conflict in project environments.
- Apply the five conflict-handling modes described by Thomas and Kilmann to manage conflict effectively.
- Use collaborative problem-solving techniques to reach win–win outcomes.
- Strengthen team relationships through trust and communication.

Module 4: Leadership and Communication

- Communicate clearly and persuasively with diverse stakeholder groups.
- Adapt messages and mediums for different audiences (executives, team, customers).
- Practice active listening and constructive feedback in project settings.
- Develop communication plans that promote transparency and alignment.

Module 5: Serving the Acquisition Customer

- Define who the “customer” is in a federal acquisition context.
- Align project outputs and team priorities with customer and mission needs.
- Balance stakeholder interests while upholding fairness and procurement integrity.
- Demonstrate commitment to customer satisfaction and ethical decision-making.