



Developing Human Skills for Effective Management

DAY 1 (8 HOURS TOTAL)

08:00 – 08:30 | Opening & Context (30 min)

- Introductions + expectations
- Positioning within AACCE TCM Framework
- Human skills as drivers of cost, risk, and outcomes
- Activity - Structured introductions (trust-building)

08:30 – 09:45 | Module 1: Foundations of Human Skills (75 min)

- Human factors in decision-making
- Role in estimating, planning, risk
- Professional judgement vs technical outputs

09:45 – 10:05 | Coffee Break (20 min)

10:05 – 11:30 | Module 2: Leadership & Team Effectiveness (85 min)

- Leadership vs management
- Team dynamics and performance drivers
- Psychological safety and accountability
- Exercise - Team diagnostics + improvement actions

11:30 – 12:30 | Module 3: Communication Mastery (60 min)

- Structured communication

- Active listening
- Feedback models
- Exercise - Paired role-play

12:30 – 13:30 | Lunch (60 min)

13:30 – 14:45 | Module 4: Stakeholder & Client Management (75 min)

- Stakeholder mapping and analysis
- Expectation management
- Building trust and credibility
- Exercise - Stakeholder mapping

14:45 – 15:05 | Coffee Break (20 min)

15:05 – 16:15 | Module 5: Conflict & Negotiation (70 min)

- Sources and levels of conflict
- Conflict styles and when to use them
- Negotiation as structured conflict resolution
- Exercise - Conflict escalation mapping (Levels of Conflict model)

16:15 – 17:00 | Applied Case Block 1 (45 min)

- Client conflict scenarios
- Group problem-solving

17:00 – 17:15 | Day 1 Close (15 min)

- Key takeaways

- Reflection

DAY 2 (4 HOURS TOTAL)

08:00 – 08:15 | Recap (15 min)

08:15 – 09:15 | Module 6: Emotional Intelligence & Judgement (60 min)

- Self-awareness, bias, pressure
- Decision-making under uncertainty

09:15 – 10:15 | Module 7: Ethical Leadership (60 min)

- Ethical dilemmas in practice
- Organizational culture and leadership
- Decision frameworks

10:15 – 10:35 | Coffee Break (20 min)

10:35 – 11:30 | Module 8: Commercial Acumen (55 min)

- Contracting, risk allocation
- Trade-offs: cost vs risk vs value
- Negotiation in commercial context

11:30 – 12:30 | CAPSTONE EXERCISE (60 min)

12:30 – 13:00 | Close & Action Planning (30 min)

- Personal Development Planning (PDP)
- Commit to 2 behavioural changes