

PROJECT LEADERSHIP AND TEAM MANAGEMENT TRAINING IN THE PHILIPPINES

LEAD THE PROJECT. MOBILIZE THE TEAM. DELIVER THE RESULT.

Practical Project Leadership for Team Alignment, Stakeholder Engagement, Communication, Delegation, Accountability, Conflict Management, Decision-Making, Team Performance, and Successful Project Delivery

This program is strategically developed for organizations searching for **Project Leadership and Team Management Training in the Philippines, Training on Project Leadership and Team Management in the Philippines, Project Leadership Training in the Philippines, Training on Project Leadership in the Philippines, Project Team Management Training in the Philippines, Training on Project Team Management in the Philippines, Leading Projects and Managing Project Teams Training in the Philippines, Training on Leading Projects and Managing Project Teams in the Philippines, Leading Projects Training in the Philippines, Training on Leading Projects in the Philippines, Managing Project Teams Training in the Philippines, and Training on Managing Project Teams in the Philippines.**

This program focuses on a reality that project management tools alone cannot solve:
Projects are delivered through people.

A project may have:

- A clear scope;
- a detailed schedule;
- an approved budget;
- a risk register;
- defined milestones;
- project-management software;
- and technically capable people;

and still fail because:

- Team members do not understand the bigger purpose;
- responsibilities are unclear;
- functional managers and project leaders disagree;
- people wait for instructions instead of taking ownership;
- project meetings consume time but produce no decisions;
- issues are hidden until they become serious;
- different departments protect their own priorities;
- conflict is avoided or mishandled;
- commitments are repeatedly missed;
- stakeholders are not engaged;
- leaders micromanage;
- decisions are delayed;
- high performers become overloaded;

**MSS SUCCESS SPACES**

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- team members lose motivation;
- or nobody feels fully accountable for the project result.

Strong project leadership therefore requires more than knowing **what needs to be delivered**.

Leaders must know how to:

Create Direction



Align People



Build Ownership



Communicate Clearly



Coordinate Across Functions



Influence Without Always Having Authority



Manage Conflict



Make Decisions



Coach and Support Performance



Hold People Accountable



Sustain Momentum



Deliver the Project Result

Lead the Project. Mobilize the Team. Deliver the Result.: Project Leadership and Team Management Training in the Philippines equips project managers, project leaders, team leads, managers, supervisors, project coordinators, functional representatives, and emerging project leaders with the practical people-leadership capabilities required to lead projects successfully.

The program introduces the proprietary **MSS L.E.A.D.™ Project Leadership and Team Management Framework**:

- **L — Lead With Purpose, Direction, Roles, and Stakeholder Alignment**
- **E — Engage, Empower, and Enable the Project Team**
- **A — Align Communication, Accountability, Collaboration, and Conflict Resolution**
- **D — Drive Decisions, Performance, Adaptation, and Project Delivery**

Following MSS Corporation's **EnterTRAINment** methodology, approximately **30% of the program consists of concise facilitator input, demonstrations, facilitated discussion, and synthesis, while approximately 70% consists of project-leadership cases, team simulations, delegation exercises, stakeholder scenarios, accountability conversations, conflict-management practice, decision challenges, coaching activities, and workplace application.**

TRAINING OVERVIEW

Project managers are often expected to deliver results through people they did not hire, may not directly supervise, and sometimes cannot formally reward or discipline.

A project leader may therefore hear:

"That's not my priority."

"My functional manager gave me something more urgent."

"I thought somebody else was handling that."

"Nobody told me the requirement changed."

"We raised that issue weeks ago."

"That's Operations' responsibility."

"We can't move until Finance approves."

"Why are we only discussing this now?"

"I'm already handling three other projects."

This is why project leadership differs from simply assigning tasks.

The project leader must continuously align:

Project Requirements

What must be delivered?

People

Who must contribute?

Roles

Who owns what?

Stakeholders

Whose support, approval, or cooperation is required?

Priorities

What competes for attention?

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Communication

Who needs what information, when, and in what form?

Decisions

What must be decided and by whom?

Performance

Are commitments actually being delivered?

Relationships

Can the team work productively despite pressure and disagreement?

Results

Is the project moving toward its intended outcome?

A strong project leader creates an environment where people know:

Where are we going?

Why does this matter?

What is my role?

What am I accountable for?

Who do I depend on?

What do I do when something goes wrong?

When should I escalate?

How do we know whether we are succeeding?

The goal of this **Training on Project Leadership and Team Management in the Philippines** is to make leadership and team-management capability as disciplined as the technical side of project management.

TRAINING GOAL

To equip project leaders with the practical leadership, communication, delegation, team-development, stakeholder-management, influence, conflict-management, coaching, accountability, decision-making, and performance-management skills necessary to mobilize project teams and deliver results in dynamic, cross-functional, and matrix environments.

TRAINING OBJECTIVES

By the end of the program, participants should be able to:

1. **Explain** the difference between managing a project and leading people through a project;
2. **Apply** the MSS L.E.A.D.™ Project Leadership and Team Management Framework;
3. **Clarify** the project's purpose, desired outcomes, priorities, and success measures;
4. **Translate** project objectives into meaningful team direction;
5. **Identify** critical project stakeholders;
6. **Assess** stakeholder influence, interests, expectations, and required engagement;
7. **Recognize** the challenges of leading in matrix and cross-functional environments;
8. **Clarify** project roles, responsibilities, authorities, dependencies, and decision rights;
9. **Use** tools such as RACI or equivalent role-clarification approaches appropriately;
10. **Distinguish** accountability from task assignment;
11. **Establish** clearer team operating norms;
12. **Recognize** different stages of project-team development;
13. **Build** trust within the project team;
14. **Strengthen** psychological safety without removing accountability;
15. **Delegate** project responsibilities effectively;
16. **Match** delegation with capability, authority, support, and accountability;
17. **Avoid** both micromanagement and under-management;
18. **Motivate** team members working under project pressure;
19. **Recognize** different employee motivators;
20. **Create** stronger ownership for project commitments;
21. **Coach** team members who need support;
22. **Provide** timely and specific performance feedback;
23. **Recognize** when a performance issue requires coaching, clarification, additional support, or escalation;
24. **Communicate** project priorities clearly;
25. **Run** more effective project meetings;
26. **Use** concise status updates;
27. **Escalate** issues appropriately and early;
28. **Influence** stakeholders and team members without relying only on formal authority;
29. **Manage** competing priorities across functions;
30. **Recognize** sources of project-team conflict;
31. **Differentiate** task conflict from relationship conflict;
32. **Address** disagreement constructively;
33. **Conduct** difficult project conversations;
34. **Clarify** commitments, owners, deadlines, and evidence of completion;
35. **Strengthen** accountability without creating a blame culture;
36. **Make** timely project decisions;
37. **Clarify** decision ownership;
38. **Avoid** unnecessary decision delays;
39. **Monitor** team and project performance using relevant indicators;

40. **Recognize** early signals of declining team performance;
41. **Adapt** leadership style according to project circumstances;
42. **Maintain** team energy and focus during changing conditions;
43. **Lead** through setbacks and project pressure;
44. **Conduct** effective retrospectives or lessons-learned discussions;
45. **Recognize** team contributions; and
46. **Prepare** a practical 30-, 60-, or 90-day Project Leadership and Team Management Action Plan.

LEARNING DOMAINS ADDRESSED

Cognitive Domain

Participants strengthen their understanding of project leadership, team dynamics, stakeholder alignment, roles, delegation, motivation, communication, influence, conflict, accountability, decision-making, performance, and project execution.

Affective Domain

Participants strengthen ownership, trust, professionalism, adaptability, courage, empathy, fairness, accountability, collaboration, resilience, and commitment to shared project results.

Psychomotor and Behavioral Domain

Participants practice project direction-setting, stakeholder conversations, role clarification, delegation, coaching, feedback, influence, meetings, conflict resolution, accountability conversations, decision-making, and team-performance review.

FROM POINT A TO POINT B

Point A: Before the Training

Project leaders may:

- Focus almost entirely on schedules and deliverables;
- assume technically capable people will automatically work well together;
- fail to communicate why the project matters;
- start work before clarifying roles;
- rely on job titles rather than actual project responsibilities;
- assume everyone understands priorities;
- assign tasks without confirming ownership;
- delegate without providing authority;
- micromanage experienced employees;
- under-manage employees needing guidance;
- treat all team members identically;
- allow functional priorities to repeatedly displace project commitments;

- avoid influencing senior stakeholders;
- escalate too late;
- conduct meetings without clear outcomes;
- provide status updates filled with activity but lacking decisions;
- tolerate recurring missed commitments;
- avoid difficult conversations;
- blame departments rather than address dependencies;
- allow disagreements to become personal;
- allow high performers to carry weaker team members indefinitely;
- resolve every problem personally;
- become the project's bottleneck;
- make decisions without sufficient team input;
- consult excessively and delay decisions;
- overlook morale until performance declines;
- fail to recognize project-team contributions;
- or finish projects without capturing lessons learned.

Point B: After the Training

Participants should be better able to:

- Lead with a clear project purpose;
- align the team around success measures;
- clarify roles and dependencies;
- engage important stakeholders;
- establish project-team norms;
- delegate effectively;
- build ownership;
- support different capability levels;
- coach performance;
- motivate contributors;
- influence without formal authority;
- communicate priorities;
- run focused project meetings;
- escalate effectively;
- manage cross-functional dependencies;
- address conflict constructively;
- have difficult conversations;
- establish accountability;
- make timely decisions;
- monitor team performance;
- adapt leadership approach;
- sustain team momentum;
- recognize contribution;

- and turn project experience into organizational learning.

ORGANIZATIONAL CHALLENGES ADDRESSED

This **Project Leadership Training in the Philippines** may help organizations address:

- Projects delivered late because of people-related issues;
- weak project ownership;
- unclear roles;
- duplicated effort;
- gaps between functions;
- project teams working in silos;
- excessive dependency on the project manager;
- poor delegation;
- micromanagement;
- lack of accountability;
- weak stakeholder engagement;
- functional managers competing with project priorities;
- slow decisions;
- unresolved project conflicts;
- recurring missed commitments;
- poor project meetings;
- unclear escalation;
- overloaded team members;
- underperforming contributors;
- passive team members;
- project leaders uncomfortable giving feedback;
- insufficient coaching;
- poor communication;
- hidden problems;
- blame culture;
- weak collaboration;
- stakeholder resistance;
- declining team motivation;
- project fatigue;
- technically competent managers needing stronger people-leadership capability;
- new Project Managers transitioning from technical roles;
- organizations implementing matrix structures; or
- organizations seeking stronger project execution through better leadership.

WHAT IS PROJECT LEADERSHIP?

Project Leadership is the ability to mobilize people, stakeholders, resources, and decisions toward the successful achievement of a project's intended outcomes.

It extends beyond:

- Creating schedules;
- assigning tasks;
- monitoring progress;
- updating project plans.

Project leadership requires the ability to:

Create direction, align people, influence stakeholders, build commitment, resolve obstacles, maintain accountability, and keep the team moving toward the result.

PROJECT MANAGEMENT VERSUS PROJECT LEADERSHIP

Both are necessary.

Project Management

Frequently emphasizes:

- Scope;
- schedule;
- cost;
- quality;
- risks;
- resources;
- controls;
- monitoring.

Project Leadership

Frequently emphasizes:

- Purpose;
- direction;
- team;
- influence;
- motivation;
- communication;
- conflict;
- decisions;
- accountability;

- adaptability.

A strong Project Manager needs both.

PROJECT TEAM MANAGEMENT

Project Team Management refers to the practical leadership and management of people working together to accomplish project objectives.

It includes:

- Team formation;
- role clarity;
- delegation;
- communication;
- motivation;
- development;
- conflict resolution;
- coordination;
- performance management;
- accountability.

MATRIX PROJECT LEADERSHIP

Many project leaders work in a matrix environment.

Team members may report formally to:

- Functional Managers;
- Department Heads;
- Line Managers;

while also being accountable to:

- Project Managers;
- Project Leads;
- Program Managers.

The project leader may therefore possess:

Responsibility for the result without full authority over every contributor.

This makes influence and stakeholder management especially important.

THE MSS L.E.A.D.™ PROJECT LEADERSHIP AND TEAM MANAGEMENT FRAMEWORK

L — LEAD WITH PURPOSE, DIRECTION, ROLES, AND STAKEHOLDER ALIGNMENT

Before motivating a team, leaders must give people something meaningful to align around.

A project team needs clarity about:

- Why the project exists;
- what success means;
- what matters most;
- what each person owns;
- how responsibilities connect;
- who makes decisions;
- who must be engaged.

PROJECT PURPOSE

A project leader should be able to explain:

What business problem or opportunity does this project address?

A project described only as:

“Install the new system.”

may provide less meaning than:

“Implement the new system so order processing can be completed faster, with fewer manual errors and better customer visibility.”

Purpose creates context.

PROJECT OUTCOMES

The project leader should help the team distinguish:

Activity

Conduct training.

Deliverable

Train 150 employees.

Outcome

Employees can use the new process accurately when the system goes live.

Leadership keeps attention on the result—not merely project activity.

DEFINE WHAT SUCCESS LOOKS LIKE

Possible success measures include:

- Completion date;
- budget;
- scope;
- quality;
- customer acceptance;
- operational readiness;
- adoption;
- benefits realized.

A project delivered technically but rejected operationally may not represent true success.

PROJECT STAKEHOLDER MAPPING

Important stakeholders may include:

- Sponsor;
- client;
- end users;
- functional leaders;
- subject-matter experts;
- suppliers;
- Finance;
- IT;
- HR;
- Operations;
- regulators;
- customers.

Project leaders should consider:

Influence

How much power does the stakeholder have?

Interest

How much does the stakeholder care about the project?

Impact

How is the stakeholder affected?

Support

How supportive or resistant are they?

Engagement Need

How should they be involved?

PROJECT ROLE CLARITY

Ambiguity creates delays.

Useful questions include:

- Who owns the deliverable?
- Who performs the work?
- Who approves?
- Who provides input?
- Who must be informed?
- What evidence proves completion?

USING RACI APPROPRIATELY

A RACI may clarify:

- **R — Responsible**
- **A — Accountable**
- **C — Consulted**
- **I — Informed**

Its value comes from discussion—not merely completing a matrix.

If everyone is Accountable, accountability is unclear.

OWNER-DELIVERABLE-DUE-DONE

For practical day-to-day execution, project leaders can clarify:

Owner

Who owns it?

Deliverable

What exactly is required?

Due

By when?

Done

What evidence shows completion?

Example:

Owner: Finance Manager

Deliverable: Validated project costing

Due: Friday, 3:00 PM

Done: Approved costing sheet uploaded to project repository

PROJECT TEAM OPERATING AGREEMENTS

Teams may establish expectations around:

- Meetings;
- response times;
- issue escalation;
- decision-making;
- documentation;
- communication channels;
- conflict;
- commitments;
- handoffs.

Team norms reduce avoidable friction.

E — ENGAGE, EMPOWER, AND ENABLE THE PROJECT TEAM

Project leaders do not deliver projects alone.

The goal is not:

“How do I make people do what I need?”

A stronger question is:

“How do I create the conditions in which people can take ownership and perform?”

BUILDING PROJECT TEAM TRUST

Trust develops when leaders and team members consistently demonstrate:

- Competence;
- reliability;
- honesty;
- transparency;
- follow-through;
- respect;
- appropriate vulnerability.

Trust does not mean eliminating controls.

It means people can rely on one another.

PROJECT TEAM DEVELOPMENT

Teams may move through periods of:

- Orientation;
- uncertainty;
- conflict;
- growing coordination;
- stronger performance;
- transition.

Project leaders should recognize that early disagreement does not automatically mean the team is failing.

Leadership should help the team move toward productive working relationships.

PSYCHOLOGICAL SAFETY WITH ACCOUNTABILITY

A project team should be able to say:

“We have a problem.”

without fearing retaliation for raising legitimate risks.

However, psychological safety should not become:

“Nobody can challenge poor performance.”

Strong project teams combine:

Candor

•

Respect

•

Accountability

EFFECTIVE DELEGATION

Delegation should clarify:

1. **Result**
2. **Authority**
3. **Resources**
4. **Constraints**
5. **Deadline**
6. **Standards**
7. **Checkpoints**

Weak delegation:

“Please handle this.”

Stronger:

“Please lead the vendor evaluation and recommend the top two options by Thursday. You may coordinate directly with Procurement and IT. Use the approved criteria and flag any commercial issue above ₱500,000 before proceeding.”

DELEGATION VERSUS ABDICATION

Delegation does not mean:

“I assigned it, so it is no longer my concern.”

The leader remains accountable for appropriate:

- Support;
- monitoring;
- escalation;
- coaching.

MICROMANAGEMENT

Micromanagement may occur when the leader:

- Prescribes every small step;
- repeatedly checks unnecessarily;
- redoes delegated work;
- refuses to allow reasonable autonomy.

It can reduce:

- Ownership;
- initiative;
- speed;
- development.

UNDER-MANAGEMENT

The opposite can also occur.

A leader may:

- Give unclear expectations;
- provide insufficient support;
- fail to monitor;
- discover problems only at the deadline.
-

The appropriate leadership level depends on:

- Experience;
- complexity;
- risk;
- capability;

- urgency.

MOTIVATING PROJECT TEAM MEMBERS

Project members may be motivated by different things:

- Achievement;
- recognition;
- learning;
- autonomy;
- career development;
- purpose;
- relationships;
- challenge;
- visibility.

Leaders should understand that:

People can be accountable for required performance while still benefiting from thoughtful motivation.

RECOGNITION

Recognition can be:

- Specific;
- timely;
- meaningful.

Instead of:

“Great job.”

Consider:

“Your early escalation of the supplier issue gave us enough time to redesign the schedule and protect the launch date.”

This reinforces the behavior that created value.

COACHING FOR PROJECT PERFORMANCE

Coaching questions may include:

- What are you trying to achieve?
- What is blocking progress?
- What have you tried?

- What options do you see?
- What support do you need?
- What will you do next?
- When will it be completed?

Coaching should help employees think—not simply receive answers.

FEEDBACK

Project feedback should ideally be:

- Timely;
- specific;
- evidence-based;
- behavior-focused;
- actionable.

Weak:

“You need to be more proactive.”

Stronger:

“The testing delay became known on Monday but was raised only on Thursday. For future critical issues, escalate within the same working day when the milestone is at risk.”

A — ALIGN COMMUNICATION, ACCOUNTABILITY, COLLABORATION, AND CONFLICT RESOLUTION

Projects depend on coordination.

Coordination depends on communication and accountability.

PROJECT COMMUNICATION

Project communication should answer:

- What happened?
- What changed?
- What is at risk?
- What is required?
- Who needs to know?
- What decision is needed?
- What happens next?

STATUS UPDATE VERSUS ACTIVITY REPORT

Weak:

“We had three meetings and completed several discussions.”

Stronger:

Status: Testing is two days behind.

Cause: Vendor environment unavailable.

Impact: UAT may move from Sept. 12 to Sept. 14.

Action: Vendor restored environment today.

Decision Needed: Approve weekend testing to protect launch.

Good project communication makes action easier.

RUNNING EFFECTIVE PROJECT MEETINGS

A useful project meeting should have:

- Purpose;
- required attendees;
- agenda;
- time discipline;
- issues;
- decisions;
- actions.

The meeting should end with:

Decision + Action + Owner + Deadline

INFLUENCE WITHOUT AUTHORITY

Project leaders may need cooperation from people they do not formally manage.

Influence can be strengthened through:

- Credibility;
- relationships;
- business rationale;
- stakeholder understanding;
- evidence;
- timing;

- reciprocity;
- clarity.

OPTION-IMPACT-ASK

A concise influence approach is:

Option

What do you recommend?

Impact

Why does it matter?

Ask

What decision or support do you need?

Example:

“We can keep the current launch date by approving weekend testing. Otherwise, launch may move two days. I recommend weekend testing and need your approval by 4:00 PM.”

CROSS-FUNCTIONAL COLLABORATION

Departments may have different priorities.

Sales may prioritize:

Customer urgency.

Operations may prioritize:

Process stability.

Finance may prioritize:

Cost control.

IT may prioritize:

Security and technical integrity.

The project leader's role is not to eliminate these legitimate differences.

It is to align them around the project result.

ACCOUNTABILITY

Accountability means:

Owning the commitment and its outcome.

When commitments slip, strong accountability asks:

- What was agreed?
- What happened?
- What is the impact?
- What will be done?
- By when?
- What support is required?

ACCOUNTABILITY WITHOUT BLAME

Blame asks:

“Whose fault is this?”

Accountability asks:

“What responsibility must be taken now?”

The team should learn from causes without allowing accountability to disappear.

SAY-DO RATIO

A useful behavioral indicator is:

Commitments Delivered ÷ Commitments Made

A high Say-Do Ratio strengthens trust.

PROJECT CONFLICT

Conflict may arise from:

- Roles;
- resources;
- priorities;
- personalities;
- technical approaches;

- schedules;
- authority;
- risk tolerance;
- information.

Not all conflict is harmful.

TASK CONFLICT VERSUS RELATIONSHIP CONFLICT

Task Conflict

Disagreement about:

- What should be done;
- how;
- which option is better.

Constructive task conflict can improve decisions.

Relationship Conflict

Conflict becomes personal:

“You always...”

“Your department never...”

This usually reduces collaboration.

CONFLICT RESOLUTION SEQUENCE

A practical sequence may be:

1. Clarify the issue;
2. separate facts from interpretations;
3. identify interests;
4. understand constraints;
5. develop options;
6. agree on next actions.

INTERESTS VERSUS POSITIONS

Position:

“We need two more weeks.”

Interest:

“We need enough time to avoid releasing an untested system.”
Understanding interests may reveal more options.

DIFFICULT PROJECT CONVERSATIONS

A leader may need to address:

- Repeated missed deadlines;
- incomplete work;
- lack of participation;
- poor communication;
- defensive behavior;
- interpersonal tension;
- resistance.

A useful sequence is:

Expectation

↓

Evidence

↓

Impact

↓

Perspective

↓

Required Change

↓

Commitment

D — DRIVE DECISIONS, PERFORMANCE, ADAPTATION, AND PROJECT DELIVERY

Leadership ultimately needs to move the project forward.

DECISION VELOCITY

Projects slow when decisions remain unresolved.

Common causes include:

- Unclear authority;
- too many approvers;
- insufficient information;
- fear of accountability;

- unavailable sponsor;
- endless consultation.

Project leaders should identify:

Who actually has the authority to decide?

DECISION RIGHTS

Clarify:

- Who recommends?
- Who provides input?
- Who decides?
- Who executes?
- Who must be informed?

This reduces decision ambiguity.

DECISION LOG

A useful Decision Log may capture:

Decision	Owner	Date	Rationale	Impact
Approve weekend UAT	Sponsor	Sept. 10	Protect launch date	Additional weekend cost

Decision history helps prevent teams from repeatedly reopening settled decisions without new evidence.

ACTION REGISTER

A practical action register may contain:

Action	Owner	Due	Status	Evidence of Done
Validate revised testing plan	QA Lead	Sept. 11	Open	Signed test plan

PROJECT PERFORMANCE CONVERSATIONS

When performance falls short:

1. Reconfirm expectation;
2. review evidence;

3. understand causes;
4. identify support;
5. clarify required recovery action;
6. set checkpoint.

Do not wait until project closure to address poor performance.

LEADING THROUGH SETBACKS

Projects may experience:

- Delays;
- budget pressure;
- scope change;
- stakeholder resistance;
- failed tests;
- supplier failure;
- staffing changes.

Leaders should help teams distinguish:

A setback

From

The end of the project.

A strong response involves:

Acknowledge → Assess → Decide → Replan → Communicate → Execute

CHANGE AND ADAPTABILITY

Project leadership requires adaptation.

The question should not always be:

“How do we protect the original plan?”

Sometimes the right question is:

“What must change so we can still protect the intended outcome?”

MAINTAINING PROJECT TEAM MOMENTUM

Leaders can maintain momentum by:

- Breaking large goals into milestones;
- making progress visible;
- resolving blockers quickly;
- celebrating meaningful wins;
- protecting priorities;
- addressing fatigue;
- maintaining communication.

PROJECT TEAM PERFORMANCE INDICATORS

Possible team-related measures include:

- Milestone completion;
- On-Time Close %;
- Say-Do Ratio;
- decision lag;
- action closure;
- issue aging;
- rework;
- escalation frequency;
- stakeholder satisfaction;
- team engagement;
- meeting action completion.

ON-TIME CLOSE %

Actions closed on or before due date ÷ Total actions due × 100

This can provide practical evidence of project-team execution discipline.

DECISION LAG

Decision Lag measures the time between:

Decision Request

And

Decision Made

Reducing unnecessary decision lag may improve project speed significantly.

LESSONS LEARNED

Project leaders should ask:

- What worked?
- What failed?
- What surprised us?
- Which assumptions were wrong?
- What should be repeated?
- What should change?

Lessons should influence future projects—not merely be archived.

PROJECT TEAM RECOGNITION AND CLOSURE

Project closure should recognize:

- Contribution;
- effort;
- results;
- learning;
- collaboration.

This strengthens willingness to participate effectively in future projects.

ONE-DAY PROJECT LEADERSHIP AND TEAM MANAGEMENT TRAINING OUTLINE

Time	Modules and Essential Topics	Major Activity and Participant Output
8:00 AM–10:00 AM	MODULE 1: LEAD THE PROJECT—PURPOSE, DIRECTION, ROLES, STAKEHOLDERS, AND TEAM ALIGNMENT 1. Project Management versus Project Leadership • Managing the work and leading the people	Major Activity: Project Alignment Challenge — Participants receive a project suffering from unclear ownership, conflicting expectations, and stakeholder resistance. They define the project purpose, map stakeholders, clarify responsibilities and dependencies, and establish team operating rules.

Time	Modules and Essential Topics	Major Activity and Participant Output
	2. Introducing the MSS L.E.A.D.™ Framework • Lead, Engage, Align, Drive 3. Leading With Purpose and Outcomes • Project purpose • desired results • measures of success • activity versus outcome 4. Stakeholder Alignment • Influence • interest • impact • support • engagement needs 5. Project Role and Responsibility Clarity • RACI • Owner–Deliverable–Due–Done • dependencies • decision rights • team operating agreements	Major Output: Project Leadership Alignment Map, Stakeholder Engagement Map, and Team Responsibility Matrix
10:00 AM–10:15 AM	MORNING BREAK	
10:15 AM–12:00 NN	MODULE 2: ENGAGE THE TEAM—TRUST, DELEGATION, EMPOWERMENT, MOTIVATION, COACHING, AND PERFORMANCE SUPPORT 1. Project Team Dynamics • Building trust • team-development stages • psychological safety and accountability 2. Effective Delegation • Result • authority • resources • constraints • deadlines • checkpoints	Major Activity: Project Team Leadership Laboratory — Participants diagnose different team-member situations involving capability, motivation, overload, poor ownership, or missed deliverables and determine the appropriate combination of delegation, empowerment, coaching, support, and feedback. Major Output: Project Team Delegation, Coaching, and Performance Enablement Plan

Time	Modules and Essential Topics	Major Activity and Participant Output
	3. Empowerment Without Abdication • Micromanagement versus under-management • matching leadership to capability 4. Motivation and Ownership • Meaning • autonomy • development • recognition • contribution 5. Coaching and Feedback for Project Performance • Questions • developmental support • evidence-based feedback • recovering slipping performance	
12:00 NN–1:00 PM	LUNCH BREAK	
1:00 PM–3:00 PM	MODULE 3: ALIGN THE PEOPLE—COMMUNICATION, INFLUENCE, ACCOUNTABILITY, CROSS-FUNCTIONAL COLLABORATION, AND CONFLICT 1. Project Communication That Moves Work • Status versus activity • concise updates • issues, impact, action, decisions 2. Running Effective Project Meetings • Purpose • decisions • action registers • meeting discipline 3. Influence Without Authority • Credibility	Major Activity: Cross-Functional Project Pressure Simulation — Participants manage a project meeting involving missed commitments, competing functional priorities, stakeholder pressure, disagreements, and a looming milestone. They must influence, clarify accountability, resolve conflict, and secure commitments. Major Output: Project Communication, Accountability, Conflict Resolution, and Stakeholder Influence Playbook

Time	Modules and Essential Topics	Major Activity and Participant Output
	• stakeholder interests • Option–Impact–Ask 4. Accountability and Commitments • Say–Do Ratio • Owner–Deliverable–Due–Done • accountability versus blame 5. Project Conflict Management • Task versus relationship conflict • positions versus interests • difficult project conversations	
3:00 PM–3:15 PM	AFTERNOON BREAK	
3:15 PM–5:00 PM	MODULE 4: DRIVE THE RESULT—DECISIONS, EXECUTION, ADAPTABILITY, TEAM PERFORMANCE, AND PROJECT DELIVERY 1. Decision-Making in Projects • Decision rights • decision lag • decision logs • speed versus quality 2. Turning Decisions Into Execution • Action register • owners • deadlines • evidence of done 3. Leading Through Setbacks and Change • Reassess • replan • communicate • execute • maintain confidence 4. Monitoring Team Performance • Say–Do Ratio • On-Time Close %	Major Activity: L.E.A.D.™ Project Leadership Command Center — Participants lead a simulated troubled project through delayed decisions, stakeholder escalation, performance problems, changing constraints, and final recovery. They make decisions, assign actions, communicate direction, and establish performance measures. Major Output: Project Leadership Scorecard and 30-, 60-, or 90-Day L.E.A.D.™ Project Team Performance and Delivery Plan

Time	Modules and Essential Topics	Major Activity and Participant Output
	• decision lag • issue aging • stakeholder indicators 5. Sustaining Momentum and Closing Strong • Recognition • lessons learned • team learning • 30-, 60-, or 90-day leadership application	
5:00 PM	PROGRAM CLOSING	Learning synthesis, leadership commitments, evaluation, and recommended next steps

MAJOR PARTICIPANT OUTPUTS

Participants are expected to complete:

1. **Project Leadership Alignment Map, Stakeholder Engagement Map, and Team Responsibility Matrix**
2. **Project Team Delegation, Coaching, and Performance Enablement Plan**
3. **Project Communication, Accountability, Conflict Resolution, and Stakeholder Influence Playbook**
4. **Project Leadership Scorecard and 30-, 60-, or 90-Day L.E.A.D.™ Project Team Performance and Delivery Plan**

SAMPLE PROJECT LEADERSHIP AND TEAM MANAGEMENT SITUATIONS

Activities may be customized around situations such as:

- Project Manager leading people from several departments;
- team member repeatedly missing milestones;
- critical project contributor prioritizing functional work;
- unclear responsibility between two departments;
- Sponsor unavailable for an urgent decision;
- technically brilliant employee creating interpersonal conflict;
- senior stakeholder resisting the project;
- inexperienced team member requiring additional support;
- project leader micromanaging experienced contributors;
- employee accepting a commitment but failing to deliver;
- project team afraid to raise bad news;
- recurring scope misunderstandings;
- Sales and Operations disagreeing on project requirements;
- IT and business users disagreeing on implementation approach;
- Finance delaying approval;

- supplier missing a major milestone;
- team member becoming overloaded;
- project meetings becoming too long;
- too many attendees but no decisions;
- issue repeatedly discussed without an owner;
- two functional leaders giving conflicting instructions;
- stakeholder demanding an unrealistic deadline;
- team morale declining after a setback;
- project requiring weekend or additional work;
- employee resisting a project assignment;
- project leader needing to influence an executive;
- cross-functional conflict becoming personal;
- key team member resigning;
- project scope changing;
- project timeline becoming unrealistic;
- team needing to recover from failed implementation;
- project delivered but adoption remains weak.

SAMPLE PROJECT TEAM LEADERSHIP SCORECARD

Leadership Dimension	Possible Measure
Commitment Reliability	Say-Do Ratio
Execution Discipline	On-Time Close %
Decision Speed	Decision Lag
Issue Management	Average Issue Age
Stakeholder Alignment	Stakeholder Satisfaction / Feedback
Project Team Effectiveness	Team Performance Rating
Collaboration	Cross-Functional Action Completion
Delivery	Milestone Achievement

The organization should select measures relevant to its own project environment.

TRAINING METHODS

This **Training on Project Team Management in the Philippines** follows MSS Corporation's **EnterTRAINment** methodology:

- Approximately **30% concise facilitator input, demonstrations, facilitated discussion, and synthesis**
- Approximately **70% leadership scenarios, team simulations, stakeholder mapping, delegation exercises, coaching practice, feedback conversations, project meetings, influence challenges, accountability discussions, conflict simulations, decision-making, and application planning**

Methods may include:

- Project leadership self-assessment;
- manager-versus-leader exercise;
- project-purpose development;
- stakeholder mapping;
- role-clarification workshop;
- RACI exercises;
- team operating-contract development;
- delegation simulations;
- leadership-style scenarios;
- coaching role plays;
- feedback practice;
- project meeting simulations;
- status-update exercises;
- influence-without-authority cases;
- stakeholder-negotiation scenarios;
- accountability conversations;
- cross-functional conflict simulations;
- decision-rights mapping;
- decision-log exercises;
- action-register simulations;
- project recovery challenge;
- leadership scorecard development;
- lessons-learned activity;
- individual action planning.

TARGET PARTICIPANTS

This **Project Leadership and Team Management Training in the Philippines** is recommended for:

- Project Managers;
- Project Leaders;
- Project Team Leaders;
- Project Coordinators;
- Project Officers;
- Program Managers;
- Project Management Office personnel;
- Functional Managers leading projects;
- Department Heads;
- Team Leaders;
- Supervisors;
- Engineers leading projects;
- IT Project Leads;
- HR Project Leaders;
- Operations Project Leads;
- Finance Project Leads;
- Marketing Project Leads;
- Construction Project Leaders;
- Implementation Managers;
- Change Project Leaders;
- Process Improvement Leaders;
- Business Transformation personnel;
- Agile or cross-functional project leaders;
- Subject-Matter Experts moving into project leadership;
- Management Trainees;
- High-Potential Employees;
- professionals expected to lead temporary or cross-functional teams; and
- managers responsible for delivering results through project teams.

RECOMMENDED NUMBER OF PARTICIPANTS

Approximately **12 to 20 participants** is recommended for intensive leadership simulations, role plays, team exercises, peer feedback, and facilitator coaching.

Groups of approximately 25 participants may be accommodated through:

- Project teams;
- leadership triads;
- stakeholder simulations;

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- breakout groups;
- observer scorecards;
- rotating case leadership.

DELIVERY OPTIONS

The program may be delivered through:

- Face-to-face in-house training;
- live virtual instructor-led training;
- hybrid training;
- Project Management Academy;
- Leadership Development Program;
- Management Development Program;
- PMO capability-development initiative;
- project kickoff development;
- management retreat;
- project-leader bootcamp;
- high-potential development program; or
- customized training-and-consultancy engagement.

AVAILABLE PROGRAM FORMATS

Half-Day Project Leadership Essentials

Exactly two modules:

Module 1 — Lead and Engage the Project Team

Purpose, role clarity, stakeholders, delegation, motivation, and team engagement.

Module 2 — Align and Drive Project Performance

Communication, influence, accountability, conflict, decisions, and execution.

One-Day Project Leadership and Team Management Training

Recommended for the complete **MSS L.E.A.D.™ Framework**:

Lead → Engage → Align → Drive

Two-Day Advanced Project Leadership Workshop

Recommended when organizations require deeper application involving:

- Extensive simulations;
- actual project cases;
- stakeholder analysis;
- leadership styles;
- team dynamics;
- delegation;
- project coaching;
- difficult conversations;
- conflict;
- negotiation;
- executive influence;
- complex project recovery.

Project Leadership Development Series

May include:

1. Project Leadership Fundamentals
2. Stakeholder Management
3. Building Project Teams
4. Delegation and Empowerment
5. Coaching Project Performance
6. Project Communication
7. Influence Without Authority
8. Conflict Management
9. Project Decision-Making
10. Accountability and Execution
11. Leading Through Project Change
12. Lessons Learned and Team Development

CUSTOMIZATION OPTIONS

This **Training on Leading Projects and Managing Project Teams in the Philippines** may be customized using the client's:

- Project-management methodology;
- project governance;
- PMO practices;
- project templates;
- organizational structure;

- RACI conventions;
- project KPIs;
- stakeholder groups;
- escalation procedures;
- decision authority;
- actual anonymized project situations;
- recurring project issues;
- project meeting structures;
- project leadership competencies;
- industry;
- project types;
- delivery methodology;
- hybrid, Agile, predictive, or mixed project environment.

POSSIBLE POST-TRAINING PERFORMANCE INDICATORS

Organizations may evaluate application using indicators such as:

- Say-Do Ratio;
- On-Time Close %;
- decision lag;
- action-register completion;
- issue-aging days;
- escalation timeliness;
- milestone completion;
- missed commitment rate;
- project-team satisfaction;
- stakeholder satisfaction;
- cross-functional dependency completion;
- meeting action closure;
- project rework;
- team engagement;
- conflict escalation rate;
- project-leader coaching frequency;
- delivery predictability;
- project success rate.

The goal is not merely:

“Did the project leader conduct more meetings?”

A stronger question is:

“Did the project leader create clarity, ownership, collaboration, accountability, timely decisions, and better delivery?”

PROFESSIONAL AND ORGANIZATIONAL BOUNDARIES

Project leadership does not give a Project Manager unlimited authority over employees.

Project leaders should operate within the organization's:

- Reporting structure;
- HR policies;
- disciplinary process;
- delegation of authority;
- project governance;
- budget authority;
- procurement controls;
- legal requirements;
- security requirements;
- safety procedures.

Serious employee conduct or disciplinary matters should follow appropriate management and HR procedures.

Project leaders should not confuse:

Project accountability

With

Authority they have not actually been granted.

FREQUENTLY ASKED QUESTIONS

What is Project Leadership and Team Management Training in the Philippines?

Project Leadership and Team Management Training in the Philippines develops the practical people-leadership skills required to align project teams, engage stakeholders, delegate effectively, communicate clearly, manage conflict, build accountability, make decisions, and deliver project results.

What is Training on Project Leadership and Team Management in the Philippines?

Training on Project Leadership and Team Management in the Philippines equips Project Managers and other project leaders to manage the human side of project execution in addition to project schedules, scope, resources, risks, and deliverables.

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What is Project Leadership Training in the Philippines?

Project Leadership Training in the Philippines focuses on the leadership capabilities required to create project direction, align stakeholders, influence without authority, engage teams, resolve obstacles, and maintain momentum toward delivery.

What is Training on Project Leadership in the Philippines?

Training on Project Leadership in the Philippines develops Project Managers and emerging project leaders who can move beyond coordinating tasks and effectively lead people toward shared project outcomes.

What is Project Team Management Training in the Philippines?

Project Team Management Training in the Philippines develops skills in team formation, delegation, motivation, coaching, communication, accountability, conflict resolution, and project-team performance.

What is Training on Project Team Management in the Philippines?

Training on Project Team Management in the Philippines teaches project leaders how to establish role clarity, build trust, delegate responsibilities, support team members, manage performance, resolve conflict, and maintain execution discipline.

What is Leading Projects and Managing Project Teams Training in the Philippines?

Leading Projects and Managing Project Teams Training in the Philippines integrates both project leadership and practical project-team management so participants can align stakeholders while also leading day-to-day team execution.

What is Training on Leading Projects and Managing Project Teams in the Philippines?

Training on Leading Projects and Managing Project Teams in the Philippines develops the ability to translate project direction into coordinated team action, accountability, decisions, and results.

What is Leading Projects Training in the Philippines?

Leading Projects Training in the Philippines prepares participants to create direction, influence stakeholders, lead through uncertainty, make decisions, and maintain project momentum.

What is Training on Leading Projects in the Philippines?

Training on Leading Projects in the Philippines equips participants with leadership behaviors needed to guide projects through people, stakeholders, challenges, changes, and competing priorities.

What is Managing Project Teams Training in the Philippines?

Managing Project Teams Training in the Philippines develops practical skills for organizing, supporting, coaching, coordinating, and holding project-team members accountable.

What is Training on Managing Project Teams in the Philippines?

Training on Managing Project Teams in the Philippines helps leaders manage team performance throughout the project lifecycle through clarity, delegation, communication, coaching, feedback, conflict management, and accountability.

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Is this a Project Management fundamentals course?

No.

The program assumes the primary need is **people leadership within projects**.

Organizations needing project fundamentals may instead consider MSS Corporation's **Project Management Fundamentals Training** or **Project Management for Non-Project Managers Training**.

Does the program teach project planning?

Planning concepts may be referenced where needed, but project planning is not the central focus.

For detailed scope, scheduling, monitoring, and control, MSS Corporation offers **Project Planning and Control Training**.

Does it include stakeholder management?

Yes.

Stakeholder alignment and influence are major parts of the program.

Does it cover RACI?

Yes.

Participants may use RACI or an equivalent role-clarification approach to clarify responsibilities.

Does it teach delegation?

Yes.

Delegation, empowerment, support, authority, checkpoints, and accountability are central to Module 2.

Does it include team motivation?

Yes.

Participants examine practical ways to build ownership, recognition, development, and team commitment.

Does it cover coaching?

Yes.

Project leaders practice coaching conversations for different team-performance situations.

Does it cover project conflict?

Yes.

Participants practice resolving both task-related and relationship-related conflict.

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Does it address influence without authority?

Yes.

This is especially important for project leaders operating in matrix organizations.

Does it include difficult conversations?

Yes.

Participants practice addressing missed commitments, unclear ownership, underperformance, and cross-functional disagreements.

Does it cover project meetings?

Yes.

Participants learn how to structure project meetings around issues, decisions, actions, owners, and deadlines.

Does the program address accountability?

Yes.

Participants use practical accountability approaches such as **Owner-Deliverable-Due-Done**, Say-Do Ratio, and action registers.

Does it cover decision-making?

Yes.

Participants learn to clarify decision rights, reduce decision lag, document decisions, and translate decisions into action.

Is this relevant for Agile project teams?

Yes.

The people-leadership principles apply across Agile, predictive, hybrid, and other project environments. Customization can align terminology and scenarios with the client's preferred delivery methodology.

Is this only for formal Project Managers?

No.

It is also applicable to:

- Team Leaders;
- project coordinators;
- functional managers;
- technical leads;

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- process-improvement leaders;
- change leaders;
- employees assigned to lead temporary projects.

Can actual project problems be used?

Yes.

Anonymized project situations can make the program significantly more relevant.

Can this be delivered virtually?

Yes.

Virtual delivery may use breakout-room project simulations, stakeholder maps, digital RACI exercises, coaching role plays, decision scenarios, and action registers.

Is one day enough?

One day provides a strong practical foundation using the complete **MSS L.E.A.D.™ Project Leadership and Team Management Framework**.

Organizations requiring deeper behavioral practice or project-specific leadership intervention may choose a two-day or multi-session format.

RELATED MSS CORPORATION TRAINING PROGRAMS

Organizations considering this program may also explore:

- Project Management Fundamentals Training;
- Project Management for Non-Project Managers Training;
- Project Planning and Control Training;
- Project Risk Management Training;
- Project Stakeholder Management Training;
- Project Communication Training;
- Agile Project Management Training;
- Managing Multiple Projects Training;
- Problem Solving and Decision-Making for Leaders Training;
- Workplace Communication Skills Training;
- Conflict Management Training;
- Influencing Without Authority Training;
- Delegation Training;
- Coaching Skills for Managers Training;
- Building High-Performing Teams Training;
- Employee Accountability Training;
- Management Development Program;

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- Supervisory Development Training;
- Change Management Training; and
- Leadership Development Training.

WHY CHOOSE MSS CORPORATION FOR PROJECT LEADERSHIP AND TEAM MANAGEMENT TRAINING IN THE PHILIPPINES?

The Program Addresses the Human Side of Project Delivery

Project tools tell leaders:

What must be managed.

This program develops:

How to lead the people who must make it happen.

Proprietary MSS L.E.A.D.™ Framework

Participants receive one practical leadership process:

Lead → Engage → Align → Drive

Purpose Before Task Assignment

Project leaders learn to connect:

Project Purpose → Team Responsibilities → Project Results

Strong Role-Clarity Discipline

Participants clarify:

Owner + Deliverable + Due + Done

rather than relying only on vague task assignments.

Stakeholder Management and Influence

The program prepares leaders for matrix environments where responsibility frequently exceeds formal authority.

Delegation and Empowerment

Participants learn to avoid both:

- Micromanagement;
- under-management.

Coaching and Feedback

Project leadership includes developing performance during execution—not simply evaluating it after failure.

Accountability Without a Blame Culture

Participants learn to address missed commitments while still investigating legitimate obstacles and dependencies.

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Conflict Is Managed, Not Avoided

Project disagreement is treated as something leaders must resolve constructively rather than suppress.

Decision Speed Matters

Participants learn to identify decision owners and reduce unnecessary decision lag.

Team Performance Is Measurable

The program introduces practical indicators such as:

- Say-Do Ratio;
- On-Time Close %;
- Decision Lag;
- Issue Aging.

EnterTRAINment Methodology

Participants actually:

Align → Delegate → Coach → Influence → Communicate → Resolve → Decide → Execute

instead of merely discussing project-leadership concepts.

Highly Customizable

MSS Corporation may incorporate the client's:

- Actual projects;
- PMO methodology;
- project roles;
- stakeholder structures;
- recurring issues;
- leadership expectations.

CALL TO ACTION**Great Project Plans Still Need Great Project Leadership.**

Equip your Project Managers, Project Leaders, Team Leaders, Managers, technical leads, and emerging project leaders to create direction, align stakeholders, build stronger teams, delegate effectively, influence without authority, communicate clearly, manage conflict, strengthen accountability, make timely decisions, and maintain project momentum.

Partner with MSS Corporation for a customized:

- **Project Leadership and Team Management Training in the Philippines**
- **Training on Project Leadership and Team Management in the Philippines**
- **Project Leadership Training in the Philippines**
- **Training on Project Leadership in the Philippines**

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- **Training on Managing Project Teams in the Philippines**

designed around your organization's projects, project-management methodology, leadership levels, stakeholders, team dynamics, project challenges, and business goals.

L.E.A.D.™ THE PROJECT

Lead with purpose. Engage the team. Align the people. Drive the result.

With MSS, We Make Strong Success.