



# Quanta Services P4: PROJECT MANAGEMENT "PWR" SKILLS

Training Solution  
Learning Design Plan



# PROJECT SUMMARY

Objective, Audience, Recommended Training Goals

# OBJECTIVE

Design and development of a set of project management “PWR” skills courses that will provide a learning pathway for individuals to develop skills and competencies needed to lead project teams, communicate, and increase productivity.



# AUDIENCE

- Quanta employees across over 200 operating companies
- Target employee classes: project managers, crew leaders, superintendents, program managers, project engineers, document control specialists, cost estimators, schedulers, construction managers, etc...
- Employees have varying levels of experience and are adult learners, people managers, and individual contributors.
- Most employees are field workers, not desk workers.
- Little time and budget for learning, minimal access to learning in the field
  - Micro and self-paced learning experiences
  - Accessible and mobile friendly



# RECOMMENDED TRAINING GOALS

Upon successfully completing proposed courses, Quanta project managers will...

- Increase their communication skills through building trust, facilitating conversations, presenting, providing customer service, writing, and motivating others.
- Increase their leadership skills through team building, change management, effective delegation, coaching, holding others accountable, resolving conflict, providing feedback, and ensuring performance management.
- Increase their productivity through knowledge of finance and accounting, critical thinking, strategic planning, time management, and innovative problem solving.

# P4 PROJECT MANAGEMENT TRAINING

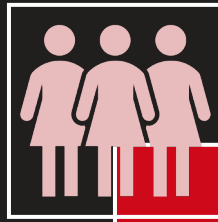
## “PWR” SKILL COURSES



### Communication

#### Course 1

- Building Trust
- Facilitating Conversations
- Presenting
- Providing customer service
- Writing
- Motivating Others



### Leadership

#### Course 2

- Team Building
- Change Management
- Effective Delegation
- Coaching
- Holding Others Accountable
- Resolving Conflict
- Providing Feedback
- Ensuring Performance Management



### Productivity

#### Course 3

- Knowledge of Finance and Accounting
- Critical Thinking
- Strategic Planning
- Time Management
- Innovative Problem Solving

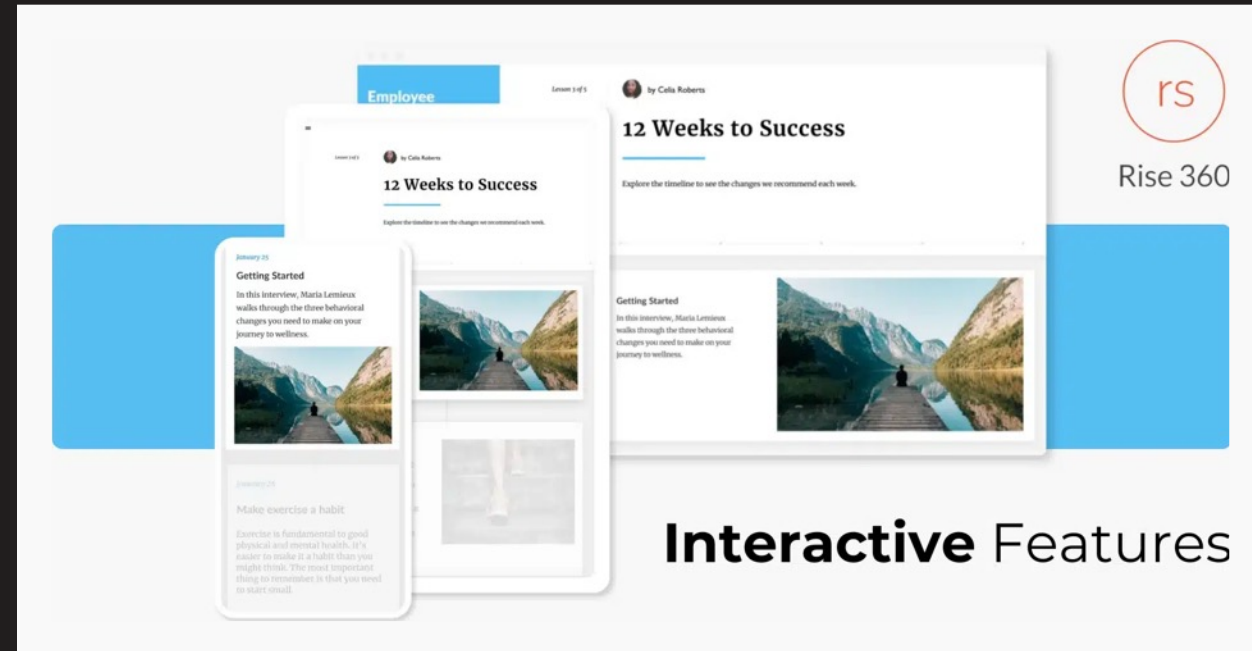
# **LEARNING DESIGN PLAN: *COMMUNICATION PWR SKILL COURSE***

**Delivery Method, Course Overview, Module Learning Maps,  
Instructional Strategies, Development Timeline**

# LEARNING DELIVERY METHOD

The Communication PWR Skill Course will be designed in **Articulate Rise 360** for delivery via **SCORM** package export to a wide variety of Quanta operating company learning management systems.

- *Self-paced, micro-learning experience*
- *Accessible and Mobile Friendly via the web*
- *Portable to many learning management systems*
- *Easy to use learning interface*



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# COMMUNICATION PWR SKILL COURSE COURSE OVERVIEW



**Communication**

## Communication PWR Skills

- Module 1: Writing Project Documentation
- Module 2: Delivering Clear and Persuasive Presentations
- Module 3: Developing Trust Among Project Teams
- Module 4: Motivating Others To Achieve Project Goals
- Module 5: Facilitating Productive Project Conversations
- Module 6: Providing Superior Customer Service

# COMMUNICATION PWR SKILL COURSE

## LEARNING MAP & INSTRUCTIONAL STRATEGY

### Module 1: Writing Project Documentation



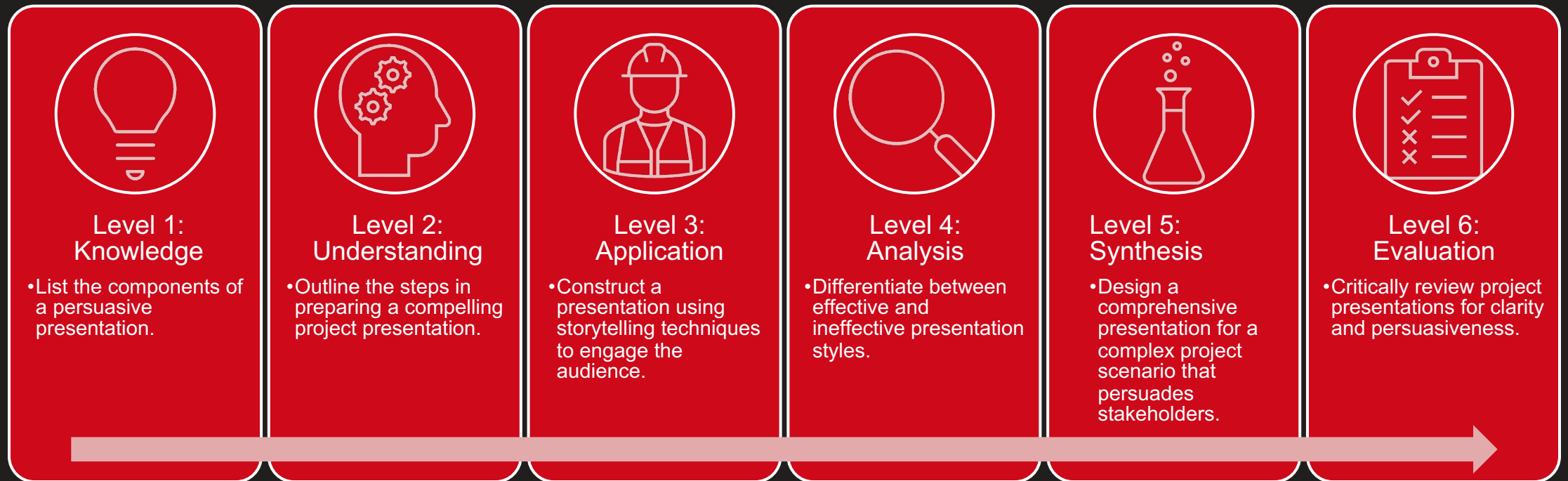
**E-Learning Activities:** The learner will interact with tabs, accordions, scenarios, labeled graphics, and processes to familiarize themselves with clear and concise project documentation.

**Knowledge Checks:** The learner will answer multiple choice questions, fill in blanks, and match definitions to assess their ability to write clear and concise project documentation.

# COMMUNICATION PWR SKILL COURSE

## LEARNING MAP & INSTRUCTIONAL STRATEGY

### Module 2: Delivering Clear and Persuasive Presentations



**E-Learning Activities:** The learner will interact with flashcard grids, processes, scenarios, sorting activities, and button stacks to familiarize themselves with preparing clear and persuasive presentations.

**Knowledge Checks:** The learner will answer multiple choice questions, multiple response, fill in blanks, and match definitions to assess their ability to deliver clear and persuasive presentations.

# COMMUNICATION PWR SKILL COURSE

## LEARNING MAP & INSTRUCTIONAL STRATEGY

### Module 3: Developing Trust Among Project Teams



**E-Learning Activities:** The learner will interact with flashcard stacks, accordions, scenarios, sorting activities, processes, and labeled graphics to familiarize themselves with developing trust among project teams.

**Knowledge Checks:** The learner will answer multiple choice questions, fill in blanks, multiple response questions, and matching definitions to assess their ability in developing trust.

# COMMUNICATION PWR SKILL COURSE

## LEARNING MAP & INSTRUCTIONAL STRATEGY

### Module 4: Motivating Others To Achieve Project Goals



**E-Learning Activities:** The learner will interact with accordions, tabs, scenarios, sorting activities, processes, and labeled graphics to familiarize themselves with motivational techniques.

**Knowledge Checks:** The learner will answer multiple choice questions, fill in the blank, and matching questions to assess their ability to motivate others.

# COMMUNICATION PWR SKILL COURSE

## LEARNING MAP & INSTRUCTIONAL STRATEGY

### Module 5: Facilitating Productive Project Conversations



**E-Learning Activities:** The learner will interact with flashcard grids, tabs, scenarios, sorting activities, and processes to familiarize themselves with facilitating project conversations.

**Knowledge Checks:** The learner will answer multiple choice questions, fill in blanks, multiple response questions, and match definitions to assess their ability to facilitate conversations.

# COMMUNICATION PWR SKILL COURSE

## LEARNING MAP & INSTRUCTIONAL STRATEGY

### Module 6: Providing Superior Customer Service



**E-Learning Activities:** The learner will interact with tabs, timelines, scenarios, labeled graphics, processes, and sorting activities to familiarize themselves with providing customer service.

**Knowledge Checks:** The learner will answer multiple choice questions, fill in blanks, multiple response questions, and matching definitions to assess their ability to provide customer service.

# DEVELOPMENT TIMELINE

