



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

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Master of Project Management	Advanced Project Management	PMG511	Spring 21
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The Impact of Leadership Skills on Project Success: A Case Study of My Organization

• Introduction

Excellence in communication is a significant contributor to effective leadership. Poor communication often leads to low morale, lost sales, and missed performance goals. Inadequate communication may confuse stakeholders, discouraging people from taking initiatives that may save companies large amounts of money and eradicate downtimes. The impact of effective supervisors surpasses the financial gains, as they empower staff members, build trust, rally their team to work towards the realization of a shared vision, and drive organizational change. Inadequate communication is highly likely to lead to misinterpretation of important instructions, deterioration of business relations, and creation of barriers that hinder progress.

In the present research, the relationship between communication and management effectiveness will be examined. The communication strategies of project directors in the organization for which I work will be explored. Because I am one of the employees, I will collect data through participant observation, interviews, focus groups, and social media tracking. This integrative approach will enable me to compare and contrast tactics that the project managers use to pass down instructions, motivate, and guide their juniors in achieving the organization's goals.

Research Objectives

This study has the following objectives

- To observe and record the tactics field supervisors at my organization use to instruct their teams
- To determine how various communication skills, such as clarity, active listening, and straight talk relate to successful project leadership
- To monitor project leader's communication by examining tweets, Facebook posts, and emails
- Interview leaders about their perception of the role of effective communication on project completion dates and budgets and employee motivation

- Use focus groups to know if various project teams believe that their leaders' communication skills determine project success.

- **Literature Review**

Having the essential communication skills enables project leaders to succeed. One of such skills is the ability to adapt one's communication style to the prevailing situation. Wrong communication format can cause misunderstandings, and lead to increase stress and unclear directions. Successful leaders must identify an appropriate style for a scenario to enhance the fluidity of his or her interactions with the employees in the organization (Abudif'). For example, an authoritative leader should have a clear vision for achieving project objectives and aligning their teams accordingly; otherwise, they may fail to realize the program goals.

Active listening is an essential communication skill for leaders who want to succeed. People must cultivate this art over time. Effective leaders must not when talking is necessary and when they need to sit back and listen intently to other people. Team members need to know that their leader considers their opinion, and that happens when the leaders solicit the team's opinions, ideas, and feedback on important matters (Rost and Wilson 300). In addition, when employees open up and share their views, the leader should actively engage them in a conversation by posing questions, taking notes, and inviting them to collaborate. Some tips for remaining attentive in discussions include staying in the moment, avoiding interruptions, and focusing on what employees say. To listen actively, people must eliminate distractions and take the speaker seriously.

Another aspect of communication that determines project success is clarity. According to Arizona State University, speaking to employees in detail and ensuring that they understand the instructions increases their chances of excelling in doing assigned tasks. To be effective, define the task objectives at the onset and specify the milestones that must be achieved at certain intervals. The message should be simple and straightforward to eliminate possible confounding of priorities. Consequently, the team knows what they are supposed to do at a certain time so that they feel highly engaged.

- **Methodology**

This research uses a qualitative design that relies on a combinational strategy. The first, observation, involves me seeing and recording the communication skills displayed by project leaders as they instruct and motivate members of my team. This strategy results in the collection of highly subjective information as the outcome of the process depends on observer biases. I will book appointments with various project leaders and interview them to understand their positions on the impact of leadership on project success. I am targeting five supervisors. To assess the team's views on the role of adequate communication in project implementation, I will constitute a focus group, where employees freely talk about their leaders' communications and associate the skills with project success or failure. Crucial information about the promptness of communication, the appropriateness of the posts to the intended purpose will be tapped to corroborate the data collected using the other tools.

- **Discussion**

I will use content analysis to determine common patterns, themes, and concepts. This strategy enables researchers to quantify and analyze meanings and relationships between words and phrases in data that has been collected using interviews, field research notes, conversations, and secondary sources. Using this strategy, I will identify respondents' intentions and communication trends, describe attitudinal responses to communications, reveal cultural differences in communication, and determine people's perceptions of communication and leadership.

- **Works Cited**

Abudi, Gina. *Managing Communications Effectively and Efficiently*. Paper presented at PMI® Global Congress 2013—North America, New Orleans, LA. Newtown Square: Project Management Institute, 2013.

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Rost, Michael, and J. J. Wilson. *Active Listening*. Routledge, 2013.