

Contents

Introduction	5
Chapter 1 – Project Management – introduction, genesis, term overview	7
1.1.Project Management Genesis	7
1.2.Project Management – Term Overview	8
Chapter 2 – Project management processes	13
Chapter 3 – Creativity and heuristics as elements significantly affecting project management.	19
3.1.Creativity in references and its restrictions	19
3.2.Solutions stimulating and assisting creativity	21
3.3.Heuristics in project management	26
3.4.Gordon synectics	27
Chapter 4 – Selected methods of creative thinking.	31
4.1.Brainstorm	31
4.2.Method 635	34
4.3.Delphi method	34
4.4.CERMA	39
4.5.Ishikawa Diagram	45
Chapter 5 – Communication in project management	49
5.1.Key aspects of communication	49
5.2.Interpersonal communication versus mass communication.	51
5.3.Verbal and Non-Verbal Communication	53
Chapter 6 – Coaching approach to communication in a project team.	59
6.1.Investigating and clear communication	60
6.2.The use of powerful questions.	61
6.3.Active Listening.	61

Chapter 7 – Definition and characteristics of a project team	65
7.1.Building a project team	70
7.2.Project team effectiveness	72
7.3.Project team structures.	73
7.4.Types and roles of project teams	74
Chapter 8 – Training, coaching and mentoring as forms of support and development for project team	85
8.1.Instruction, workshop, training.	85
8.2.Coaching and mentoring	86
Test results concerning the appropriateness of qualification improvement forms in a project team	91
Chapter 9 – Introduction to leadership in project management	95
9.1.Project Leader as presented in the references overview	96
9.2.Project leader's task.	100
Chapter 10 – Risk and change in project management.	109
10.1. Risk in project management.	109
10.2. Changes in project management	116
Index of drawings	123
Index of tables	125
Bibliography	126