# Visionary

# Project leaders must envision, develop, and articulate the objectives and values of the project to the stakeholder community.

# The diversity of stakeholder expectations may generate tremendous innovation within a project.

# Results-oriented life-long learner

# Project leaders must remain committed to delivering value because projects are initiated to transform an organization.

# Project leaders must be continuously aware of the innovations that affect their organization and projects; learning is a life-long journey for project leaders.

# Organizations operate within a broader sociopolitical environment and innovative approaches to meeting customer needs are constantly being developed.

# Optimistic and positive

# Project leaders must accept that resistance is a natural part of the change process and display optimism and positive reinforcement of the progress the team has made.

# Maintaining high team morale is critical to a successful change effort.

# Collaborative

# Project leaders must facilitate an effective and efficient exchange of ideas amongst team members.

# Communication and teamwork are essential for the creation of a result that meets stakeholders’ expectations.

# Managing relationships and conflicts

# Project leaders must invest the time in building and maintaining relationships between team members, especially if members have no prior working relationship.

# Effective relationships are integral in the conflict management process because establishing trust supports healthy disagreements and better outcomes.

# Two-way communicator

# Project leaders must be good communicators and promote clear, unambiguous exchange of information; 90% of a project leader’s time is spent communicating.

# Project leaders who are able to listen to what others are telling them are much more effective communicators; effective communication is truly two-way.

# Effective team builder

# Project leaders must proactively help the team reach higher levels of performance by establishing norms, building resilience, fostering effective problem-solving, encouraging healthy levels of conflict, and developing effective conflict resolution strategies.

# Conflict may naturally arise when a diverse group of people form a team.

# Effective team building is the ability to motivate and inspire individuals to work toward expected results of a common goal.