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Communicating for Project Management Success: Pro-tips from Accidental Project Managers

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Communicating for Project Management Success

Pro-Tips from Accidental Project Managers

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MiALA





Session Overview

What is Project Management? A Whirlwind Intro

Initiating Projects – Proposals & Charters

Skills and Tools to Plan and Manage Projects

Knowing How to Wrangle Tasks that Make Up Project





What is Project Management?

A Whirlwind Intro



What is a Project?

- Time-limited
- Unique goal or result
- Group effort
- Specified support
- Cross-functional



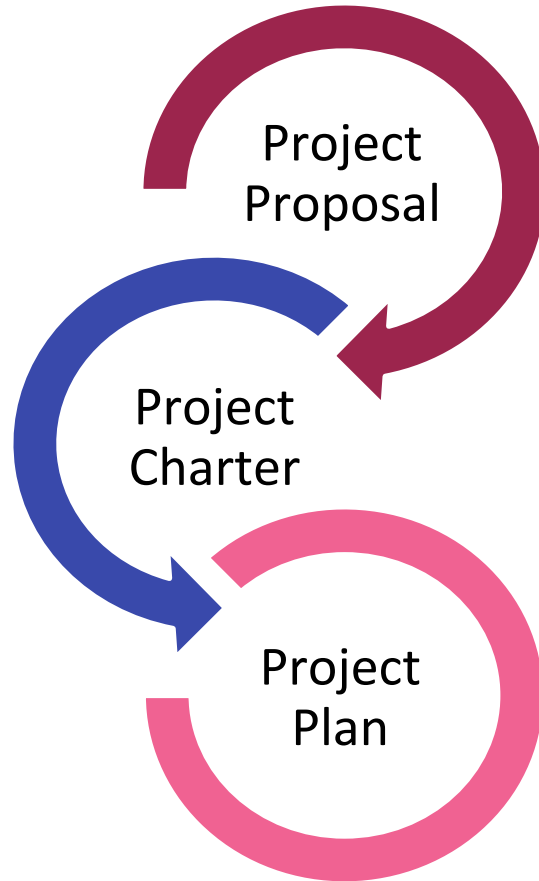
project management

[*noun* **proj**-ekt **man**-ij-muh nt]

1. the application of skills and techniques to initiate, plan, and implement projects efficiently and effectively.

Components of Project Management

- Is the public face of the project and initiates it
- Outlines the **why, what** and **broadly how, who, when**



- Initiates consideration of a project
- Seeks administrative support
- Explores the **why** and **what**

- Establishes all activities and steps of the project, responsibilities, timelines, etc.
- Details **how, when** and **by whom**



Approaches to Project Management

Linear	Iterative
<ul style="list-style-type: none">● has a low risk of shifting priorities● has a clear and consistent end goal● will not solicit input during project implementation	<ul style="list-style-type: none">● has stakeholders with competing priorities● has “moving targets”● solicits input throughout project implementation





Different Projects = Different Approaches & Tools

What's wrong with this picture?



- Each project is different
- Certain project management tools make sense for certain projects
- There is no such thing as a “one size fits all” project management tool





Initiating Projects

Developing Proposals & Charters

Project Proposal

- Initiates consideration of a potential project
- Seeks administrative support for the project
- Explores why a project should be undertaken
- Serves as the elevator pitch

Always articulate strategic alignment in pitching a project!





Writing a Project Proposal

This needs to include...

- an overview - **What** is the project?
- context - **Why** is this project being proposed?
- stakeholders - **Who** does the project affect?
- timeline - **When** will the project take place?
- resourcing - **How** will the project get done?





Project Proposal Hints & Tips

Getting to yes:

- Facts, not opinions
- Learn from successes & failure
- Consultation with key stakeholders

If it's not accepted:

- Timing – it's everything!
- Edit and try again





Project Proposal Hints & Tips

Resourcing

- Include:
 - time,
 - money,
 - people, and
 - upskilling
- Review project documentation for other projects similar to yours





Developing a Project Charter

The Proposal is basis for the Charter

- **Why:** Background, Context & Strategic Alignment
- **What:** Scope & Deliverables
- **Who & How:** Resources
- **When:** Timeline





Background & Context

- Why are we doing this project?
- Why is it important?
- What are we trying to solve by doing this?
- Which stakeholders support this project and why?
- Do any stakeholders oppose this project and why?
- Spell out any assumptions



Scope

- Explains what the project is
- Outlines what the project will do

AND...

- Prevents scope creep...



Scope Creep



The tendency for a project to change and grow into an uncontrollable monster



Deliverables

- Explains what the project will create
 - Tangible outcomes, such as a communication plan
- Organize in the order the work will begin

Include milestones:

- Use a range if you are unsure of the duration
- Consider time for task as well as timeline
- Break up large projects into phases





Project Team & Roles

- Project team members
- Roles and accountabilities
- Time commitment expectations

Roles include:

- Sponsor
- Lead / co-Lead
- Members
- Advisors





Skills and Tools to Plan and Manage Projects



Creating a Project Plan

- Outlines steps needed to accomplish each project goal
- Assigns responsible party to each step
- Includes timeframe for each step
- Charts dependencies and overlaps



Project Plan – Simple Gantt Chart

	January	February	March	April	May	Beyond
Establish desired resources	Active	Active	Active	Active	Active	Active
Establish license allowances	Active	Completed	Completed	Completed	Completed	Completed
Identify pay-per-view access	Active	Completed	Completed	Completed	Completed	Completed
Identify OA resources	Completed	Completed	Completed	Completed	Completed	Active
Review ezProxy config	Completed	Active	Completed	Completed	Completed	Completed
Establish feasibility of restriction	Completed	Completed	Active	Active	Completed	Completed
Review possible restriction methods	Completed	Completed	Completed	Active	Completed	Completed

Assemble the Team!





<http://frankie.bz/#5-rules-for-a-flourishing-creative-teamwork>

Norming & Collective Engagement





Leading the Team

- Lead as well as manage
- Acknowledge success
- Respect & appreciate
- Be a straight shooter
- Open relationships with mutual respect
- Ask questions
 - Assume as a last resort
- Think in terms of big picture & details
- Focus on solutions





Managing Projects – Communications

- Project manager = Communicator
- Tailor to target audience(s)
 - Medium
 - Format
 - Delivery
- Sponsor(s) can't help if they don't know





Decision Logs

Include:

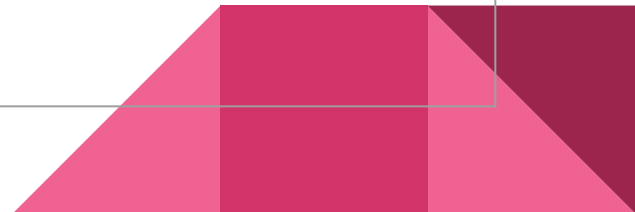
- description of the decision
- decision date
- who helped make the decision





Decision Log Example

Date	Description	Agreed by
10/07/2018	The call center will be refurbished during December	Customer Service Director
11/10/2018	All the software elements deployed as part of this project must be web-based	Project Board





Knowing How to Wrangle Tasks that Make Up Projects



Work Time vs Duration

Work - time needed to do task (8 hours of work)

Duration - span of time needed for the task to be completed (8 days of 1 hour of work)



PERT Method

Optimistic time: 10 days

Most likely time: (based on input, research, experience, etc): 17 days

Pessimistic time: 30 days

expected time = (optimistic + 4 x most likely + pessimistic) / 6

$$N = (10 + 4 \times 17 + 30) / 6$$

$$N = 18$$





Ownership of Tasks

When deciding upon ownership of tasks, consider the following:

- Who has the knowledge, skills, expertise, information, or experience to complete this task?
- Who needs to approve, commit to, or review the task before it is executed?
- Who will provide the resources (such as facilities, equipment, materials, supplies, and special requirements) needed to complete the task?





Task Logs

Include:

- task description
- person assigned
- suggested completion date



Jira for Project Management & Communication

Scrum 1

Scrum Sprint 1

🕒 35 days remaining

Complete sprint



Implement the new weather alert system 🚧 ⚠️ - and make over 50,000+ customers very happy 😊

🔍 Quick filters ▾ Assignee ▾

TO DO	IN PROGRESS	DONE
<p>SMART-43 Recalibrate the semi-coherent anomaly i...</p> <p>Make rocket go now 🔍 ⬆️ ⬇️ SMART-45</p>	<p>Add app alert for changed weather events 111 🔍 ⬆️ 4w SMART-17</p>	<p>Recalibrate the semi-coherent anomaly in preparation to fluctuate our tachyon catalyst 🔍 ⬆️ SMART-43</p>
<p>Reticulate splines 🔍 ⬆️ SMART-46</p>	<p>SMART-3 Push notifications documentation updates</p> <p>Update documentation and push through channels 🔍 ⬆️ SMART-29</p>	<p>Hello world! 🔍 ⬆️ SMART-44</p>
<p>Align the dish 🔍 ⬆️ SMART-47</p>	<p>SMART-6 Low-power indicator optimisation on mod...</p> <p>Draw up new schematics for power indicator panel 🔍 ⬇️ 3d SMART-19</p>	<p>SMART-17 Add app alert for changed weather event...</p> <p>Update documentation 🔍 ⬆️ SMART-28</p>
<p>SMART-17 Add app alert for changed weather event...</p> <p>MK-33 replicators are down. 🔍 ⬆️ SMART-40</p>	<p>Reset power-indicator threshold after fatal shutdown due to low power 🔍 ⬆️ 3h SMART-33</p>	<p>SMART-3 Push notifications documentation updates</p> <p>Review new copy 🔍 ⬆️ SMART-35</p>
<p>Adjust API for alert popup 🔍 ⬆️ SMART-39</p>		<p>Low-power indicator optimisation on model B6.2 Epic 123</p>
<p>Update notifications settings with weather</p>		

<https://confluence.atlassian.com/jirasoftwarecloud/what-is-a-board-764477964.html>

Jira for Project Management & Communication

SMART board

Kanban board

Release ▾ ⋮

Quick filters ▾ Assignee ▾

SELECTED FOR DEVELOPMENT 2 IN PROGRESS 10 DONE 15

▼ Expedite 3 issues

- Account for antimatter modulator
SMART-15
- Add app alert for changed weather events 111
SMART-17
- Invert every graviton attractor
SMART-16
- Investigate power outages
SMART-10

▼ Everything Else 24 issues

- Run full diagnostic on B-model power arrays
SMART-5
- SMART-3 Push notifications documentation updates
Update documentation and push through channels
SMART-29
- SMART-6 Low-power indicator optimisation on mod...
Draw up new schematics for power indicator panel
SMART-19
- Build the solar panel
SMART-12
- Recalibrate the semi-coherent anomaly in preparation to fluctuate our tachyon catalyst
SMART-43
- Hello world!
SMART-44

<https://confluence.atlassian.com/jirasoftwarecloud/what-is-a-board-764477964.html>



Embracing the Chaos (or My Methods)

Gmail “labels” - Action Needed

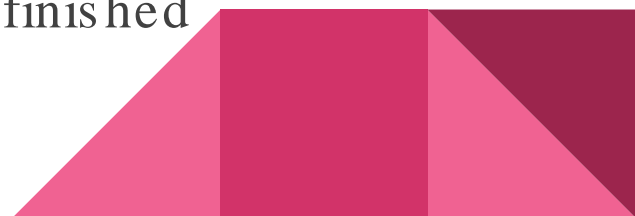
Google keep - reminders, notes,

Tasks (in gmail) - to do lists (longer term, multi-step, iterative, on-going tasks)

Calendar - blocking off time, prep holds, co-working meetings, deadlines

IRL To Dos - daily task lists, “transfer” anything not finished

Slack - team communication



Embracing the Chaos (or My Methods)

Programming	Coordinate with Diversity Award team	Diversity Award winners are selected	LDC	5/9/2019	
		Follow up with DA winners to ensure they're at event		5/9/2019	
	Coordinate with DEIA day planning team	Settle on program, lunch keynote plans		4/4/2019	X
	Dean	Communicate with James and admin	Larry	4/4/2019	X
Coordination with other units	Facilities	Request zero waste containers, bags, dishes	Larry	4/4/2019	X
		Follow up about space setup	Larry	4/4/2019	X
	Gallery team	Coordinate with them	Larry	4/4/2019	X
	Communications	Confirm with Alan and team that photos will be taken of the day and will be shared back?	Larry	4/4/2019	X
Marketing & communications	Diversity Celebration	Save-the-date newsletter item confirming date, time, theme; coordinate with Jeff about DEIA day	Shannon	2/15/2019	X
		Reminder 1 week in advance	Shannon	5/10/2019	
		Recruit volunteers for day-of support in separate messages	Shannon	4/4/2019	X
Reuse crafting		Select 1-4 dates and locations for crafting sessions	Monica	3/7/2019	X
		Reach out to the Art and Self-Care SIG to see about collaboration	Jesus	3/7/2019	X
		Reserve rooms	Monica	3/7/2019	X
		Find room to store materials	Jasmine	3/7/2019	X
		Gather materials	Monica	ongoing	
		Donate items from Preservation	Joseph	ongoing	Preservation has been notified and a collection of scrap materials has just begun to start accumulating.
		Find LDC facilitators for each event	Monica	3/7/2019	X
		Host events	Monica	4/26/2019	X
		Host events	Monica	4/29/2019	X

Conditional format rules ×

123

Custom formula is
=SF:\$F="X"
E1:E1023

123

Value is between
=today() + 0 and
E1:E1023

123

Value is between
=today() + 8 and
E1:E1023

123

Value is between
=today() + 15 and
E1:E1023

123

Date is before today
E1:E1023

+ Add another rule



Building Strategic Habits

Commit to doing something everyday (or on designated days each week) that will help you meet long-term project goals.

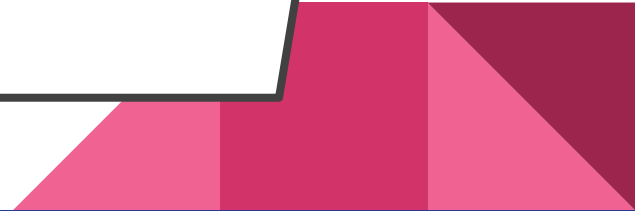
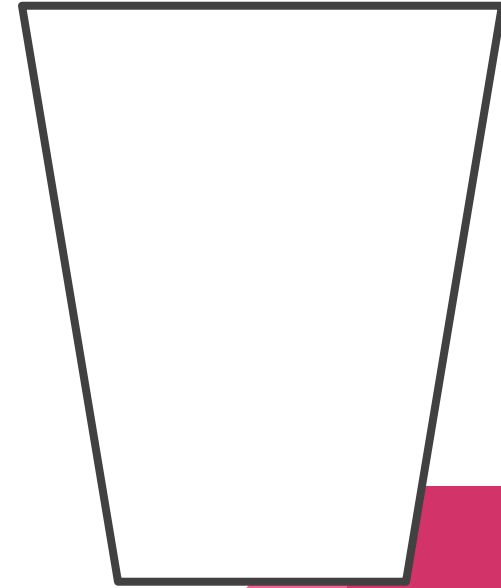
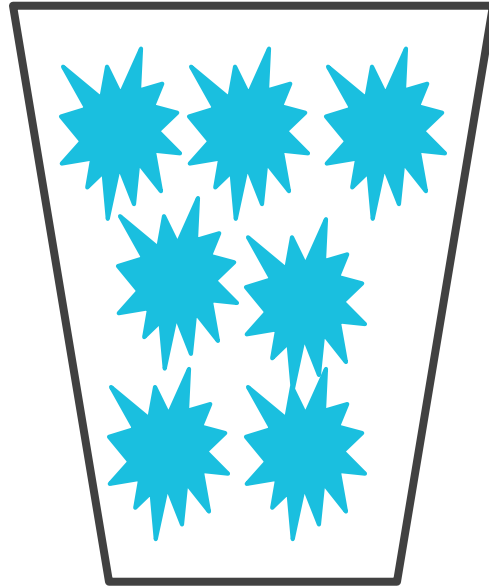
- respond to X number of emails per day
- schedule 15 minutes travel-time between every meeting
- update website content at 9:30 AM every M W F





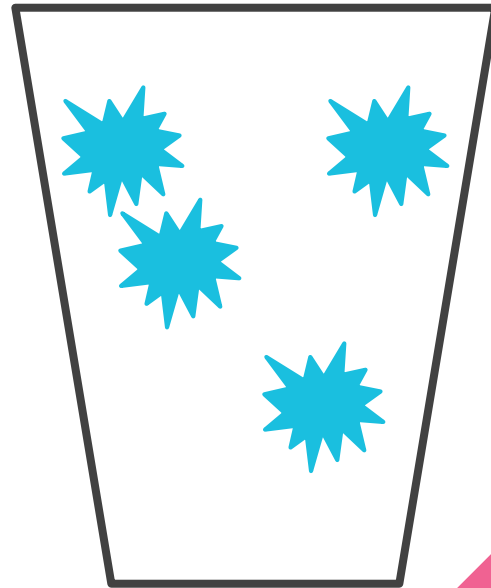
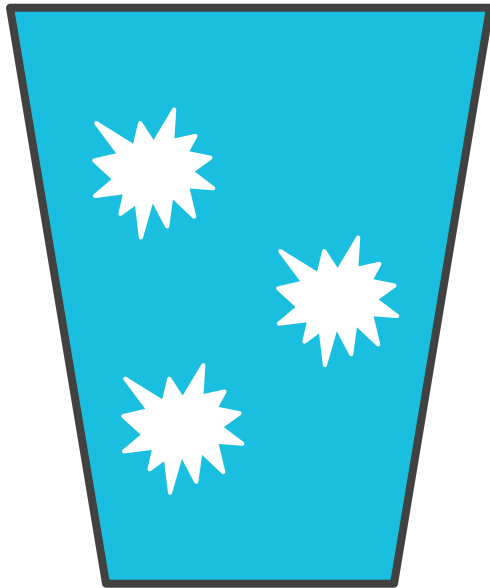
Gamifying Boring Tasks

“The Tale of Two Jars”



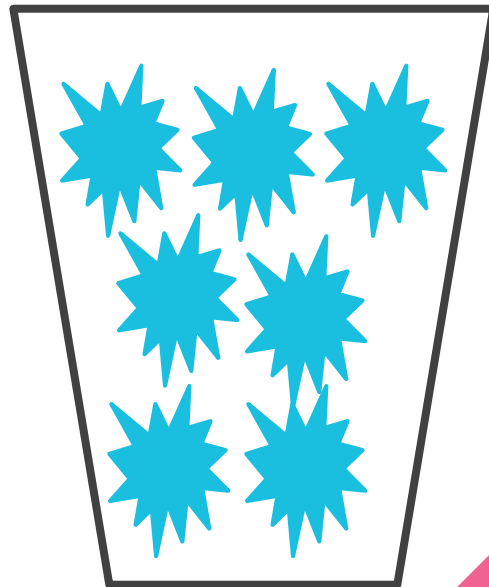
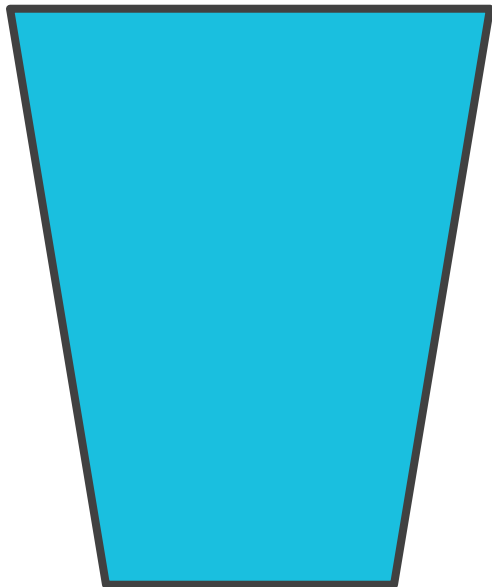


Progress

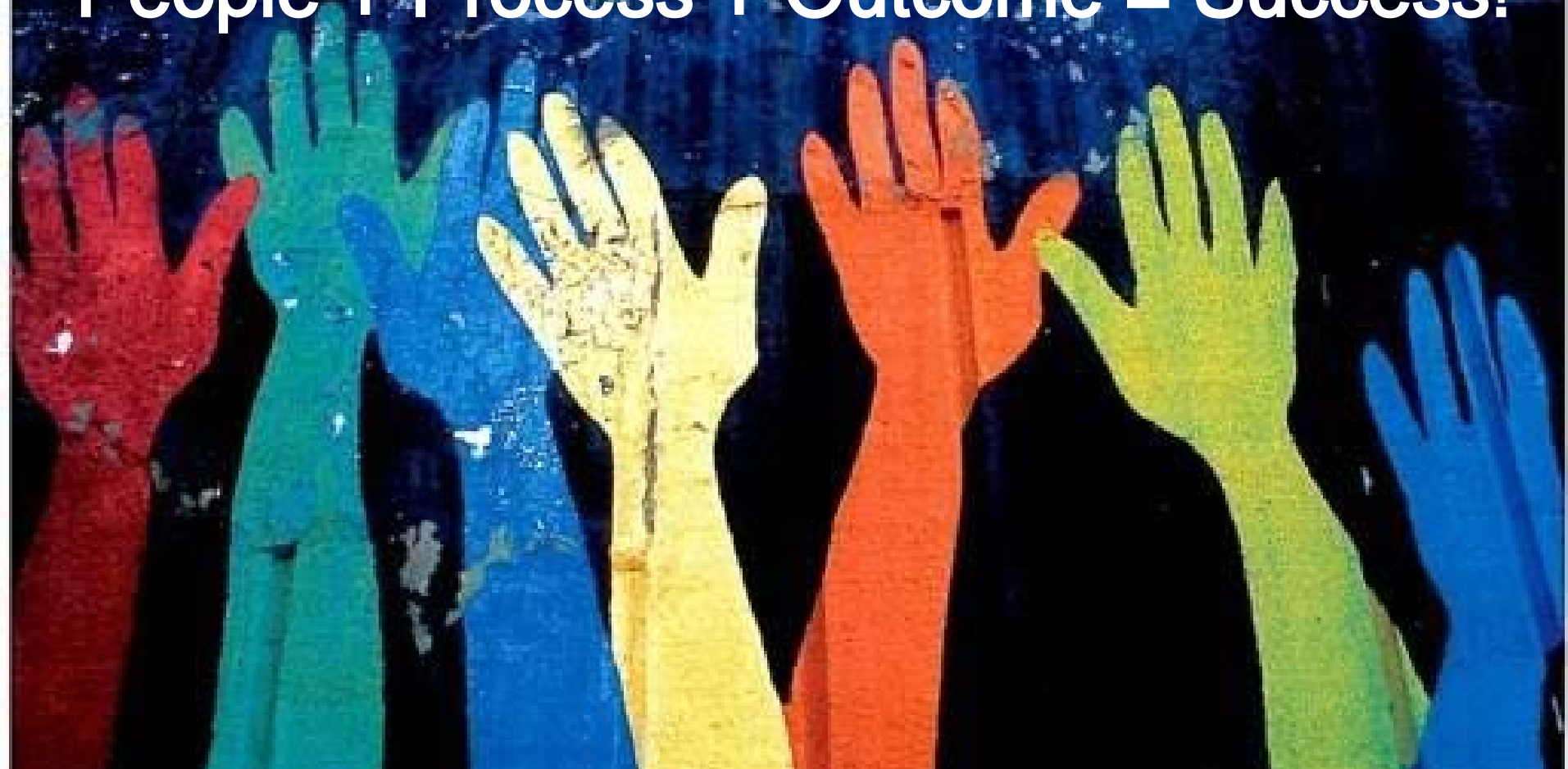




Victory!



People + Process + Outcome = Success!



Questions?

Slides will be available at
scholarworks@gvsu.edu
soon

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