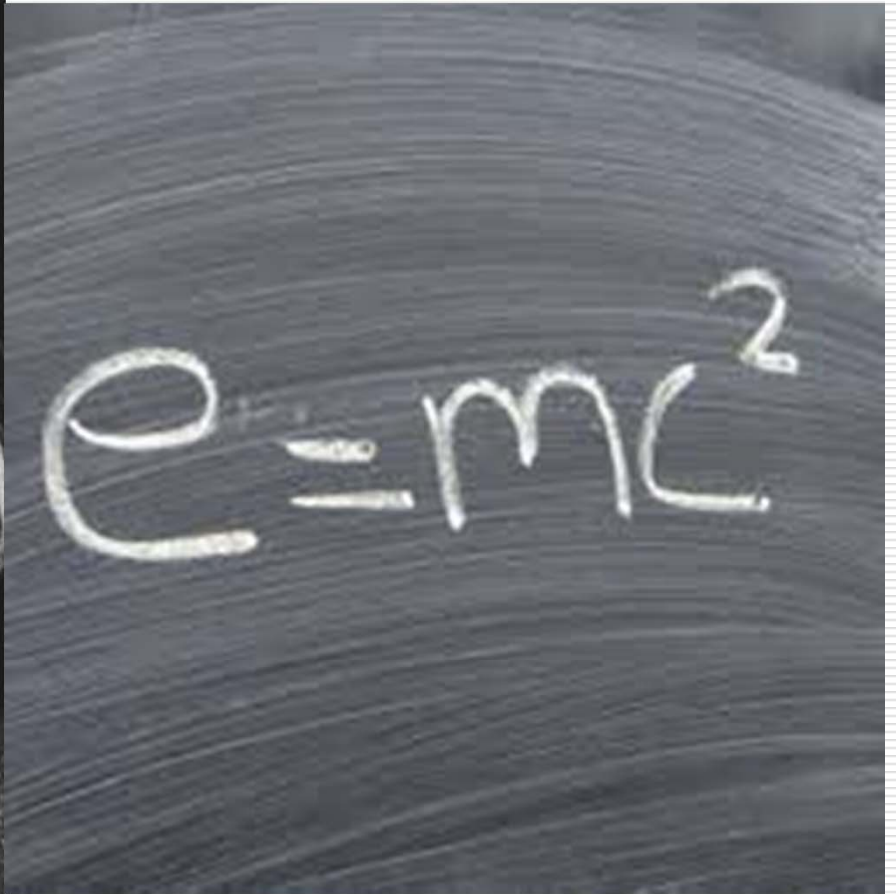
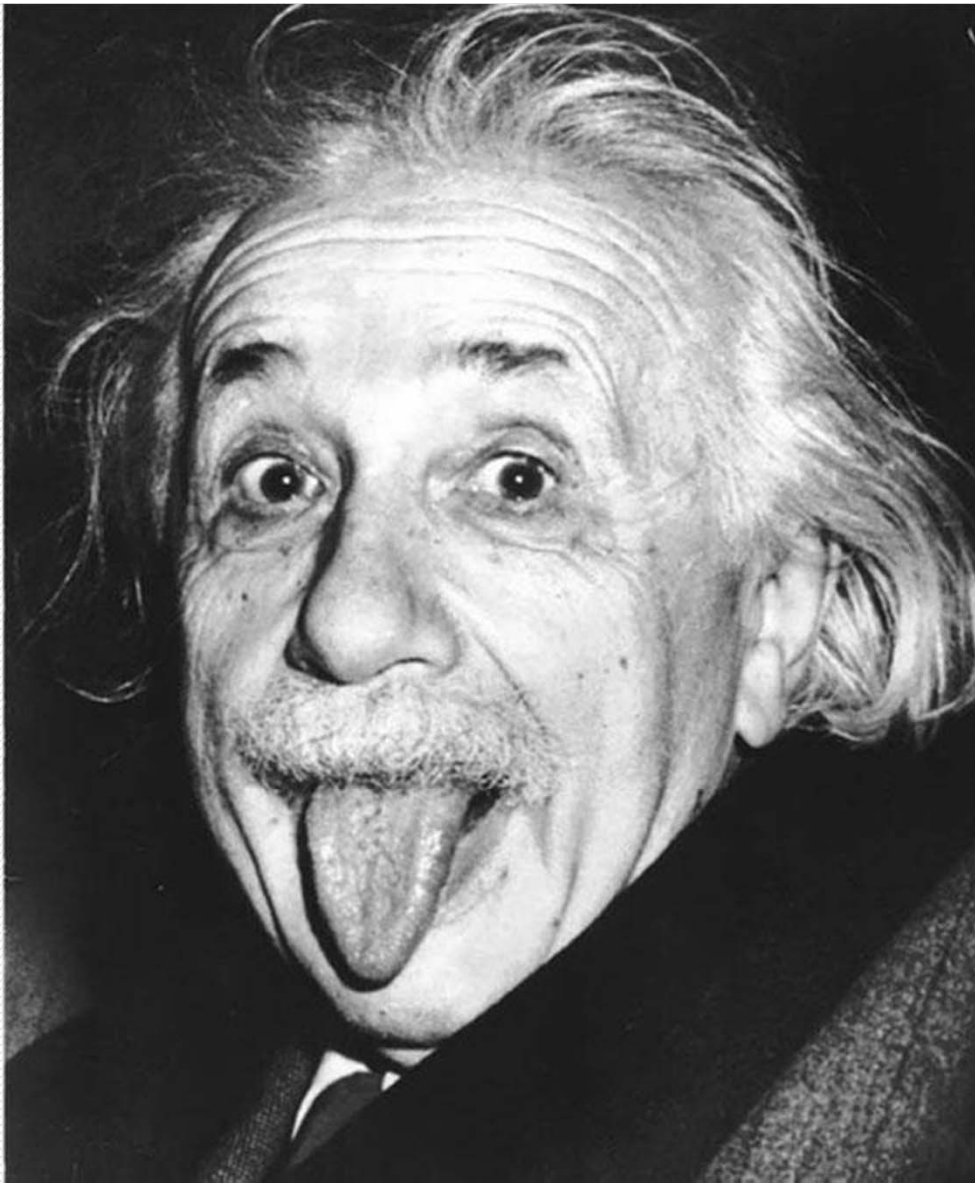

A Project Manager's Biggest Ally... Or Worst Enemy

Kevin M. Desrosiers CMRP / DTM



Slide 2

THE DAY IN REVIEW

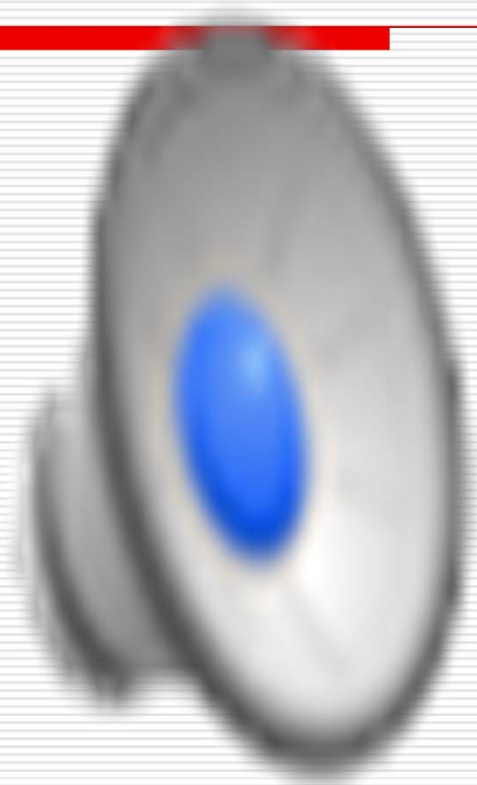
Exercise

Biggest Ally

- Wants the project to succeed
- Is absolutely necessary in developing requirements / functional specs
- Knows the desired outcome
- Understands the nuances of the business
- Can facilitate approvals, testing, and coordination of events
- Has the ability to make you look good

Worst Enemy

- Can be disengaged
- May not
 - Give you the information you need
 - Respond promptly
 - Help communicate
 - Take down barriers
 - Help in testing / validation
- Has the ability to make you look bad



Communication

- You have to speak the same language
- Communicate often
 - In person
 - WebEx
 - Phone
 - E Mail
- No surprises!!!

Expectations of Liaison

- ❑ The proper time/resources commitment
- ❑ Help in developing **detailed** project requirements / functional specs
- ❑ Assurance the project goals are achievable
- ❑ Timely responses to questions
- ❑ Communication with the entire business team(s)

Expectations of Liaison - 2

- Issue Resolution
- Help in preventing scope creep
- Alternate contacts in case the primary is not available
- Prompt testing
- Roll out / go live support (war room)

Liaison's Expectations of You

- Work with me to develop **detailed** project requirements / functional specs
- Gain an understanding of my operations
- Keep me informed – No Surprises
 - Cost
 - Timeline status
 - Change requests

Liaison's Expectations of You - 2

- Respond promptly
- Develop a risk plan and update it often
- Use my time wisely
- Do not be overly optimistic or pessimistic

How Do We Get There

- Set expectations early
 - Time commitment
 - Testing requirements
 - Information requirements
 - Issue escalation paths
 - Timelines

- Hold me accountable
 - Do not “cover for me”

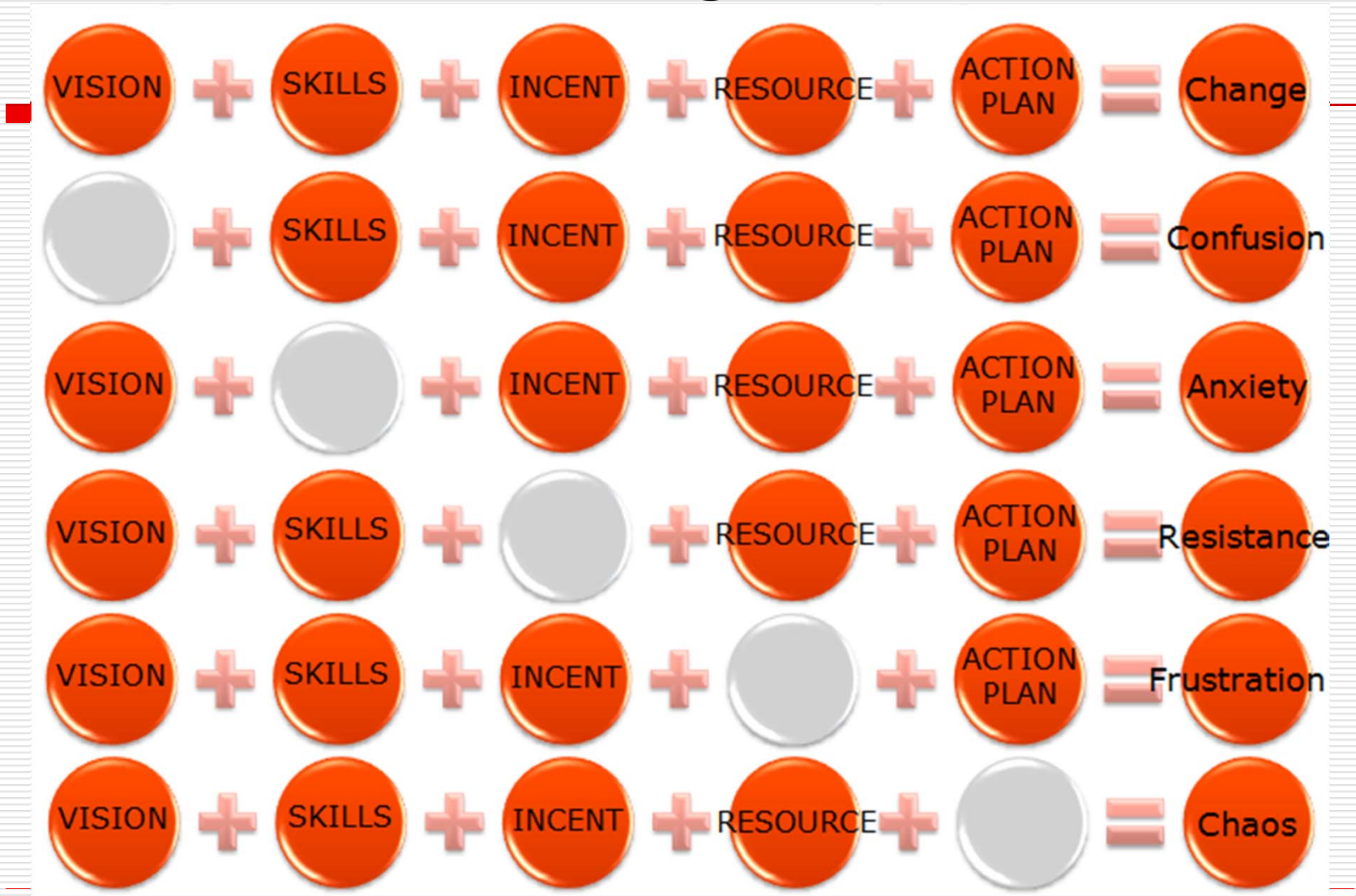
How Do We Get There - 2

- Establish clear agreements and responsibility
 - Expectations for all parties
 - Consequences if the business does not meet deadlines (be specific)
 - Information
 - Conflict resolution
 - Testing
 - Go live
 - Signed by all teams

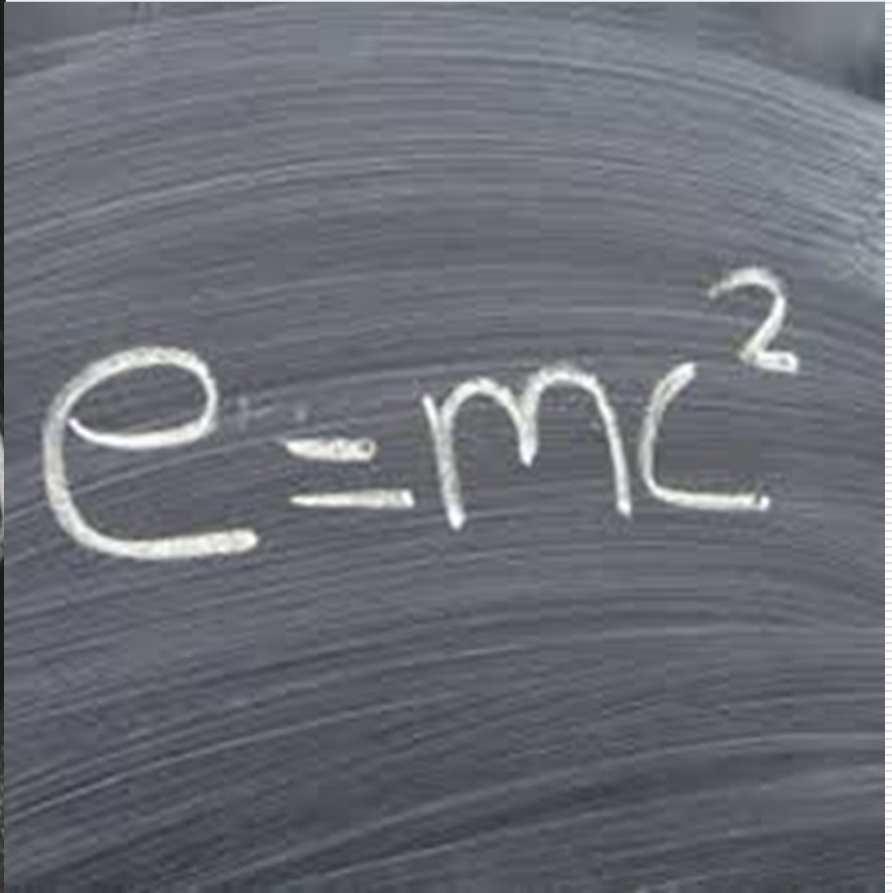
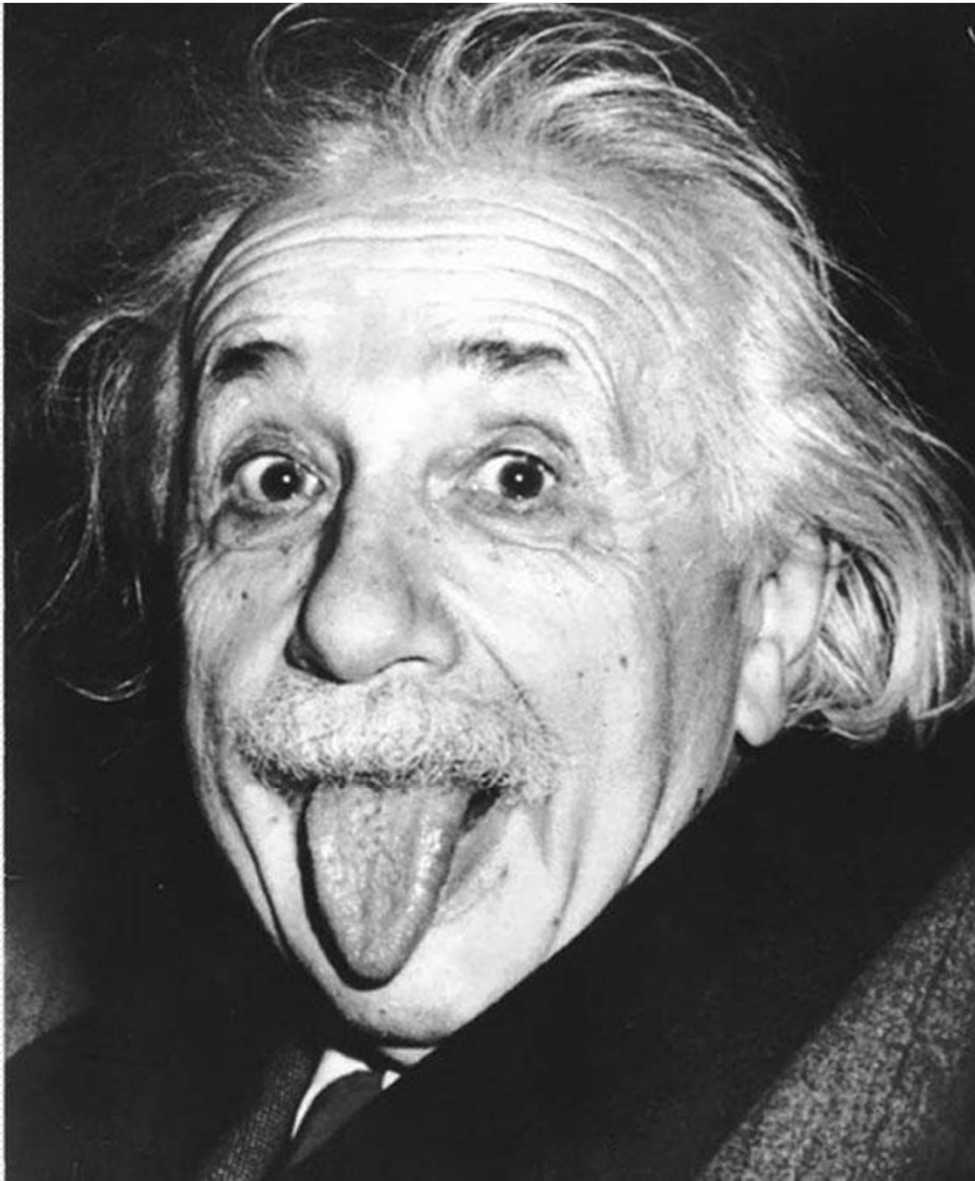
How Do We Get There - 3

- ❑ Get to know your counterparts
- ❑ Celebrate successes along the way
- ❑ Give it your best

Successful Change







Engagement = motivation x cause x commitment
