

Project Management Blog for WBS 6

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PMGT 502 Effective Communications for Managing Projects

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Blog 1- Chapter 6

(Lussier & Achua, 2013)

In the first part of your blog posting for this work package activity, address the following related to **Chapter 6 (Lussier and Achua, 2013)** by selecting *one* of the three following items to answer:

- How would you best assist a person in moving from giving criticism to providing coaching feedback

The transition from giving criticism to providing feedback can be extremely hard for many managers and depends heavily personality type. This skill takes some time to master and if used correctly can have a positive impact on not only the member but also the team. The first step in transitioning is to realize and understand human reactions and if attacked or provoked they will go into defense mode. Understanding this paves the way for successful communication and a move from criticism to coaching as a manager can now remove the attacks or criticism and start building a relationship. One positive way to make the move to coaching is to lay out expectations and ask the member to preform to these expectations. This will allow assessments of performance and not personality. Also, during this stage use positive reinforcement giving praise when deserved. Another way to helpful tool is to ask the member if they could self-rate against the established expectations this will let them know that you are open in the rating process and you, as a manager. Are giving them the opportunity to self-improve and have a true voice in the rating process. Following these simple steps will help establish a healthy and effective employee/supervisor relationship. (Lussier & Achua, 2013)

Blog 2- Chapter 7
(Lussier & Achua, 2013)

In the second part of your blog posting for this work package activity, address the following related to **Chapter 7 (Lussier and Achua, 2013)** by selecting *one* of the two following items to answer:

- Think of a situation where there was an alienated follower in a group. If you had been the leader, how could you have motivated or inspired that person to reconnect with the group?

When a person is alienated it often takes away from the team and can lead to inefficient or lackluster performance. Sometimes the feelings and outlook of the alienated follower can bleed through to the rest of the team, that is why it is critically important to bring an alienated follower back into the performing aspects of the team. One simple way to accomplish this is to reward the follower for work that meets or exceeds expectations; this will help the follower move past his/her negative feelings onto a sense of pride and ownership of the team. Another way to quickly integrate an alienated member back into the team is to hold a mandatory offsite team building sessions that all members would enjoy such as a softball game, or team lunch. This move will help build the team's relationship all while integrating the alienated member back into the team. (Lussier & Achua, 2013)

Blog 3- Microsoft Project Lesson 9

(Gambrel, 2012)

In the third part of your blog posting for this work package activity, address the following related to Project 2010 - Lesson 9 (Microsoft, 2012):

Look at the number of reports that are available at your fingertips! These can be customized and used for reporting to various stakeholders. In looking through the vast array of reports, select at least two that you would use for internal stakeholders, and two that you would use for external stakeholders. Notice that they are both based upon the same data sets, but report different aspects. How do you determine what information is appropriate for which stakeholders? Describe in detail

Internal Reports (Gambrel, 2012)

Workload: Resource Usage

Resource usage reports can be used for many aspects internally. A manager can use these reports to gain a better understanding of where each resource is utilized and refocus the resource based upon the detail review within this report. Another benefit to the resource usage report is that it can give a manager a quick overview of employee status and availability which can be another tool to help an IPT lead or manager plan.

Assignment: Who does what when?

The who does what when assignment report is similar to the resource usage workload report but differs in the detail as the assignment report is more detailed and can be used in an internal daily status briefing explain the days jobs.

Both of these reports are daily/weekly focused detail that show items that are to be accomplished each day or week. They are much too detailed (in most cases) to be shown in an external report as it would take many hours to brief and would be to a level that is inappropriate. Most external reports should focus on the higher level, such as the overall status of such a report. For example the above reports detail tasks over a day/week. External reports should focus on what the status of the month is, percent complete, overall allocations, etc. There is an exception to this rule as some external reports are to suppliers or stakeholders that actually use this type of detail in their project planning and execution. In this case is important to share information that is relevant and will actually help the intended stakeholder.

External Reports (Gambrel, 2012)

Overview: Milestones

Milestones are very beneficial when shared externally as they may be contractual dates that are tracked by multiple stakeholders. For example the buying office might track these for the end user as an achievement objective. Milestones most often show the progress of the overall program/project and are a quick indicator if a project is on track to cost, schedule and performance.

Cost: Over budget Tasks

Over budget tasks can be very important to status externally however this depends on the project or contract type. If the external customer has given a cost type contract it is very important to relay this type of information in order to stay within a specified budget. However, if the contract given is a firm priced customer may not care what is over/under budget but it could be used as a case for additional funding to be added to the contract

In either case it is important to share information that is relevant to external stakeholders. As a project manager one must make the distinction on what is important and critical to the stakeholder and the relationship built will aid in this determination.

Bibliography

Gambrel, B. (Ed.). (2012). *Microsoft Project 2010: Official academic course*. Hoboken, NJ: John Wiley and Sons, Inc.

Lussier, R. N., & Achua, C. F. (2013). *Leadership: Theory, application and skill development* (5th ed.). Mason, OH: South-Western, Cengage Learning.