Culture and Project Management

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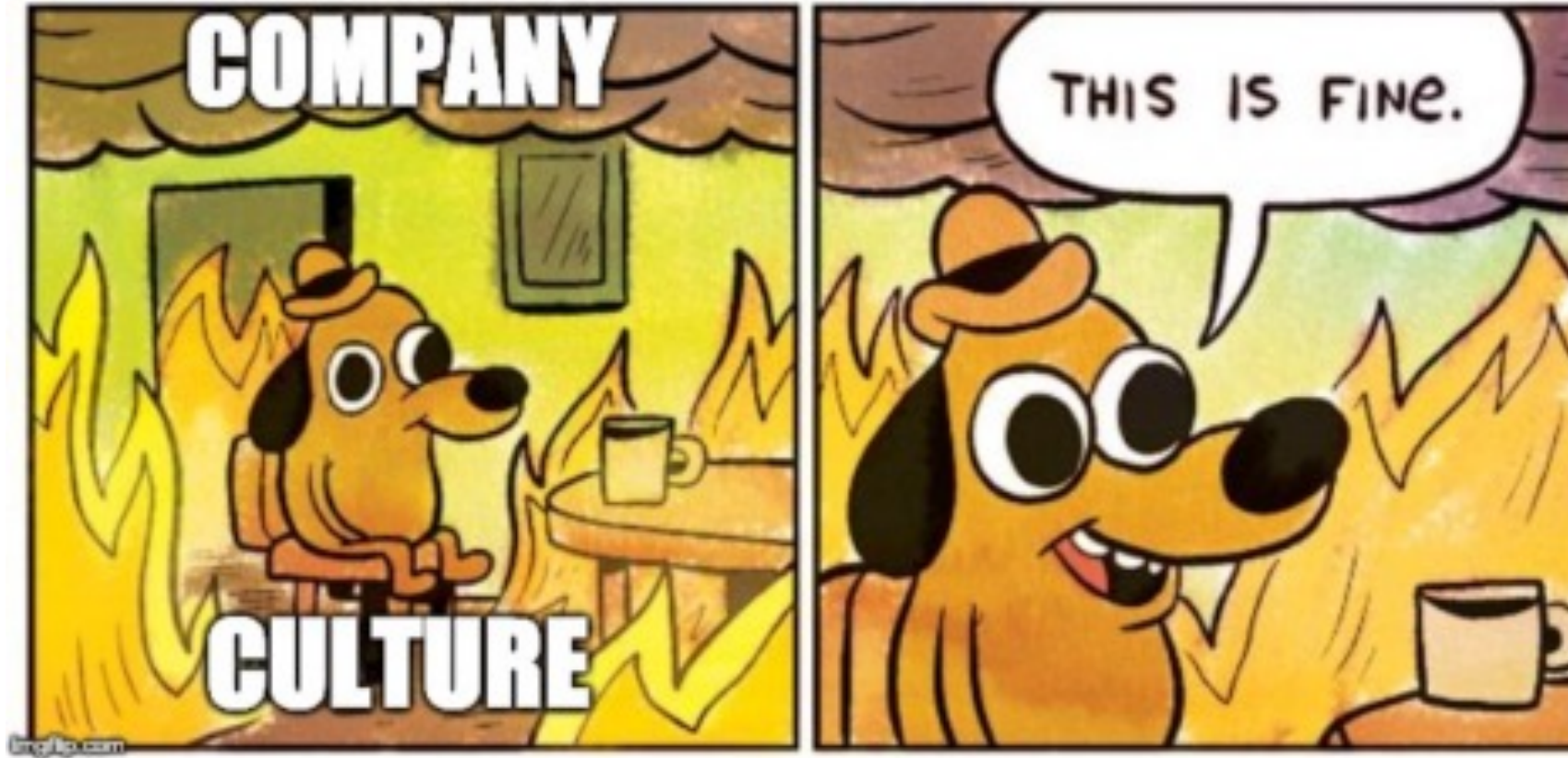University of Windsor
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The Problem

Why Care

PROFIT

customer service

engagement

managerial behaviors

company culture

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The Solution

Visible organisational culture

Vision
Goals Strategy
Shared values Policies
Structures Procedures

The way we say we get things done

Beliefs Shared assumptions
Values
Perceptions
Traditions
Norms
Unwritten rules
Stories
Feelings

The way we really get things done

Invisible organisational culture

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Culture and Project Management

- Definition of Organizational Culture
- Project Manager's Checklist
- Team Challenges
- Dealing with conflict

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Organizational Culture

- Shared beliefs, attitudes, values
- Behaviors that arise from the beliefs, attitudes and values
- May be obvious or subtle

Project Manager's Checklist

- Decision-making—who makes the decision and what processes are followed

- Communication
  - Formality
  - Medium
  - Complexity

- Vocabulary and format— "Image"

Team Challenges

- Individual identity

- Verbal and emotional expressiveness

- Relationship expectations

- Style of communication

- Language

- Personal priorities, values and beliefs

- Time orientation

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Dealing with Conflict

- Conflict is not a bad thing

- Problem-solving is a key activity for successful teams

- Understanding your own preferred approach and those of your team helps in productive conflict resolution

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Five basic approaches to conflict resolution

- Avoidance

- Accommodation

- Competition

- Compromise

- Collaboration

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Culture and Project Management

- Organizational Culture means shared beliefs, attitudes and values, along with related behaviors

- Project Managers need to be aware of cultural issues

- Team Members can also face challenges in cross-cultural relationships

- Effectively dealing with conflict is a success factor for projects—every project team must resolve differences and make decisions

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Questions?