

# 00 - Exploring how a project manager adds value

## Where is this course?

- Google Career Certificates - Project Management

## My Notes

My notes for this overall course will be laid out by module in the course, and have subheadings in order to differentiate between different topics/videos that are presented in the courses. I'll add in any extra notes/resources that I use where necessary, and hope it will be helpful for anyone looking!

## The Value of a Project Manager

### Project Manager - Definition

Shepherds projects from start to finish and serve as guides for their team, using their impeccable organisational and interpersonal skills every step of the way

### Stakeholders - Definition

People who are interested in and affected by the project's completion and success

- Value of a Project Manager
  - What do they do?
    - Generally Involves
      - Planning and Organising
      - Managing Tasks
      - Budgeting and Controlling costs
    - ...all so the project can be done in the approved timeframe
  - Adds Value through key areas
    - Prioritisation
      - *Project managers add value to their teams and organisations through effective prioritisation of tasks required to complete a project*

- Communicate with the team and stakeholders in order to make a plan on what to do first and what order
- Real life example
  - Painting a house
    - Picked out paint, and eager to get started
    - Although tempting, have to do other tasks, such as:
      - Laying out drop-cloths
      - Buying more supplies
      - Tape corners and edges
      - Cover furniture
    - Then you can paint
    - Other decisions such as new face plates for the light switches can come later in the process
      - or be switched out if not needed
    - By doing all of these things before actually painting, you are prioritising the steps of the project, and are able to overall be more efficient and be able to have less mistakes
  - By effectively prioritising tasks, you are able to set up your team (and yourself) for a better project outcome
- **Delegation**
  - *Project managers use delegation to add value to their teams and organisations by matching tasks to individuals who can best complete the work*
  - Allows for the project to be much more efficient
  - Real life example
    - Painting multiple rooms can take a long time
      - Therefore enlist a few friends to help
    - People
      - One of the friends has a lot of painting experience
        - ask this person to handle the more challenging aspects of the project
        - such as painting the ceiling, or the detail work
        - Schedule her to paint the moulding before another less experienced friend paints the walls
    - By delegating the tasks to those with appropriate skill, and ordering them appropriately as well, applies strength to the planning of the overall project
- **Effective Communication**

- *Project managers deliver value through effective communication, both with their team and with key stakeholders*
- Being transparent
  - Being up front with plans and ideas
  - Making information readily available
- Keep in regular contact with the rest of the team and identifies areas where a team-mate need support
- Real life example
  - Check in with friends periodically
  - Ask if they have enough paint/supplies to complete their task
    - By checking in regularly, you can see if you need to buy more paint before the can is empty, and no work can be done
  - Reach out to the landlord to let them know the days you will be working on the project
    - although not directly involved, the outcomes will affect their property, therefore important to keep them informed
- Regular contact with people outside the team
  - company leaders that are invested in the project for example

## How Project Managers Impact Organisations

### Customer - Definition

Refers to a person or an organisation that defines the requirement of the project and sets important guidelines, such as budget and deadlines

- **How Project Managers impact Organisations**
  - **Focusing on the customer**



### **Focusing on the customer**

- **Customers**
  - Customers are always a key element to success in any business scenario
  - Customers can be internal or external
  - **Internal Customers**

- Stakeholders within the organisation
- Examples
  - Management
  - Project team members
  - Resources managers
- **External Customers**
  - Stakeholders outside of the organisation
  - Examples
    - Clients
    - Contractors
    - Suppliers
    - Consumers
- To successfully deliver a project, you have to meet the customer's standards
  - Therefore have to clearly understand expectations
- **Asking the customer questions**
  - *"What is the problem you would like us to help solve?"*
    - The customer wants help developing a new process that would allow their company to be more efficient.
  - *"How is the problem impacting your organization?"*
    - The customer states that they are losing clients because of their current inefficient processes since clients are sometimes receiving their orders late.
  - *"What prompted you to ask for help now?"*
    - The customer says that they may lose department funding if they do not improve efficiency.
  - *"What is your hope for the outcome of this project?"*
    - The customer states that their ultimate goal is to increase the speed at which they fill orders without sacrificing quality.
- **Building a great team**



## Building a great team

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- **Team**
  - A project's biggest asset

- A project manager should take the time to understand each person's motivations, strengths, and weaknesses
- Project managers add value by identifying the right team of the project, and enabling it to make decisions
- **Building a team**
  - Consider the skills needed for the project
  - Consider the resources available
  - Understand what the customer needs
- **Fostering relationships and communication**



## Fostering relationships and communication

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- **Fostering relationships**
  - Maintaining customer satisfaction and building a great team are two ways that a project manager can bring value
  - Treat others with consideration and respect
  - Project managers set the tone for a project and build relationships within their teams and stakeholders
  - Take the time to check in daily with the team, and ask if there's anything you can help with
- **Managing the project**



## Managing the project

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- **Managing the project**
  - Each person should be assigned specific project tasks
  - Once each task is done, the person responsible hands that part over to the next person
  - Note that team members may not see the bigger picture and how their work impact others
  - Make sure that everyone understands the bigger picture and how important their work is

- Breaking down barriers



## Breaking down barriers

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- **Breaking Barriers**

- Breaks down barriers, and allows for their team to innovate new ways of doing things
  - Avoid the "Because we've always done it this way."
- Provide support while your team is trying something new