



# **PMP® EXAM PREP**

## PMI Authorized Training Partner

# **BOOTCAMP**

## **Session 2**

**Attendance Alert**

**Percipio Users:** Name is based  
on your information in  
**Percipio**

**Using Zoom:** Enter your first  
and last name

# **PMP® Exam Prep**

This course will assist learners in preparing  
for PMI's PMP Exam (2021 Update)

# Your Instructor

Orlando Sequera, MSPM, PMP®

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Orlando Sequera is a certified Project Management Professional (PMP)®, Disciplined Agile Scrum Master (DASM)®, and PMI Agile Certified Practitioner (PMI-ACP)® with over 15 years experience in IT and Aerospace.

Most recently, he managed software development projects for the Artemis program with NASA to land the first woman and the next man on the Moon.

Orlando received his Bachelor's degree in Systems Engineering from Universidad Santa María – Venezuela and his Master's degree in Project Management from Boston University.



# Your Instructor

**Susan Daniels, MBA PMP DASSM ATP-I**

[linkedin.com/in/susandanielspmp](https://linkedin.com/in/susandanielspmp)



**Program Director**

Project Mgmt. graduate degrees



**Sr. Strategy Integrator**

a \$12 billion enterprise in the healthcare field



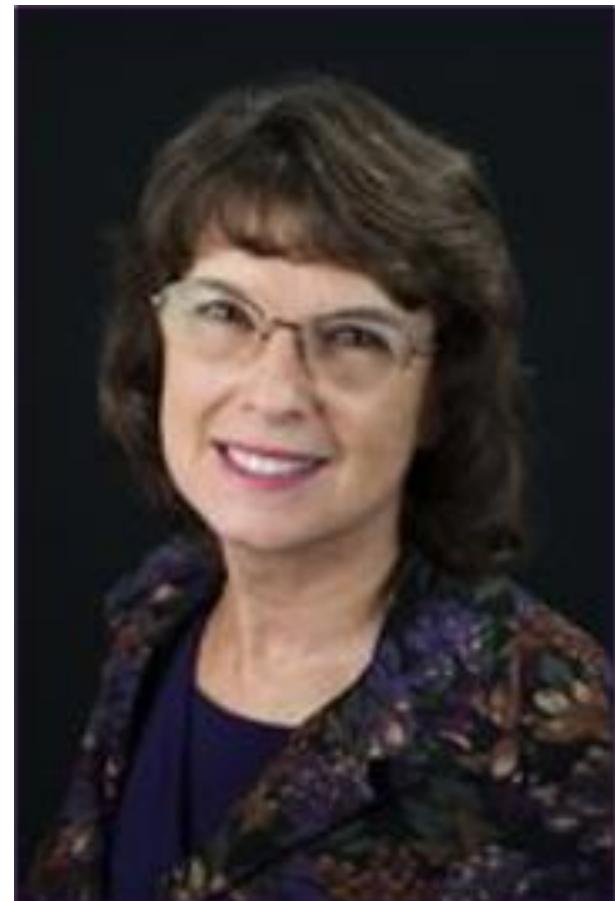
**Executive Director**

a multimillion-dollar social services agency



**PMI Global Consultant**

- Certification Requirements Global Taskforce
- 7th edition PMBOK Standards
- PMP Core Curriculum Co-author
- Northeast Florida Chapter Board of Directors



# Your Instructor

Priscilla Bakx-Kabai

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Priscilla is **passionate about people and projects**. She is an **Authorized Training Partner Instructor (ATP-I)** of the Project Management Institute (PMI), and a certified **Mindset Coach** and **Change Facilitator** by The Arbinger Institute.

She is the **Founder and CEO** of **Go ROHO**, a Netherlands based organization that offers **VPMO (Value Project Management) and Consultancy Services** that are founded on a People First Mindset.

**Go ROHO** stands for **Go Reach One Help One**. This embodies Priscilla's professional vision: **helping individuals thrive!** Three words that best describe her way of working are **Engagement, Communication, and Teamwork**.



# Target Audience

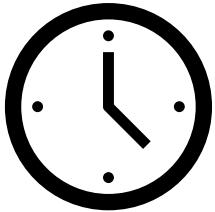
## This Exam Preparation Bootcamp is designed for:

- Anyone preparing to take their PMP exam and need their 35 contact hours for their PMP application.

## This Bootcamp is not designed for:

- Anyone preparing for the CAPM exam.
  - Please check with your Training Coordinator for the Skillsoft CAPM training. Percipio users can find this training in the CAPM channel and can use the CAPM self-paced courses for their 23 contact hours for their CAPM application.
  - Note: Some of the topics in this training may be aligned to the CAPM exam objectives including some topics from the PMBOK Guide 7<sup>th</sup> Edition and Agile Practice Guide. The Business Analysis Framework topics are not covered in this Bootcamp.

# Scheduled Breaks



Session

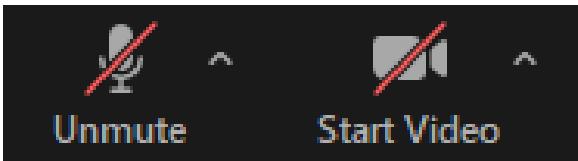
Periodic breaks

For attendance purposes, please stay logged in during all breaks.

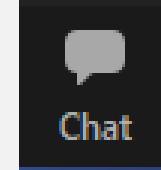


# Ways to Participate in a Webinar

We are saving everyone's bandwidth usage by disabling cameras and microphones



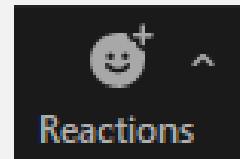
Find the Chat option in your Zoom command bar



Change the To: choice in the blue box to everyone.

To: Everyone ▾

Explore the Reactions option in your Zoom command bar



This is a fun way to provide quick and easy feedback

# Using Zoom: Chat vs. Q&A

Please use the **Chat** for:

- Salutations before the session starts
- Once the session starts the chat may be closed throughout the session to minimize disruptions and provide important information. The instructor may open the chat during the session at their own discretion and if it doesn't get distracting
- The chat will be opened periodically to respond to the instructor's questions

Please use the **Q&A** for:

- Technical assistance – Begin with: Percipio or Non-Percipio student
- Guidance on how to access course material – Begin with: Percipio or Non-Percipio
- Clarification and questions on lecture points, if not answered by instructor
- The Q&A will be open and closed throughout the session to allow us to address questions/issues



Please be very patient, the support team responds to many inquiries per session.

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# Accessing Your Bootcamp Resources – Percipio Users

Check Your Specific Bootcamp  
Channel for Your Resources

- Project Management Professional (PMP) ATP Bootcamp: **5 Day Cohort**
- Project Management Professional (PMP) ATP Bootcamp: **8 Day UK Cohort**
- Project Management Professional (PMP) ATP: **8 Day NA Cohort**
- Project Management Professional (PMP) ATP: **8 Day Australia Cohort**

This screenshot shows the Percipio learning platform interface for the PMP ATP course. At the top, there is a banner with the text: "This Bootcamp provides Project Managers with the knowledge and skills needed to attain the Project Management Professional (PMP) certification. This course meets the 35-hour classroom requirement for...". Below the banner is a "View More" button. The main navigation bar includes tabs for "Courses" (highlighted in red), "Books", "TestPrep", "Register and Join Sessions", and buttons for "Watch" (highlighted in blue), "Read", "Practice", and "Attend". To the right, there are sections for "Bootcamp Documents and Other Files" and "Resources". A sidebar on the left contains a "Best Practices for attendance!" section with a pink background and a location pin icon, stating "You are here!". The main course listing is titled "PMP ATP Attendance 5-Day and 8-Day" with a duration of "8m 33s".

If you are part of the O2O program, and you are not sure how to find your resources in Percipio, please check with your O2O advisor about locating your resources.

# Accessing Your Bootcamp Resources - All Other Users

Check Your Learning Portal for any Available Courses, Books or TestPrep exam

Check the Specific GitHub Link for Your Bootcamp Documents and Other Files

- Attending a 5-Day Bootcamp
  - <https://github.com/Skillsoft-Content/PMP5Day>
- Attending an 8 Day Bootcamp
  - <https://github.com/Skillsoft-Content/PMP8Day>

 5-Day Attendance and Certificates of...	Add files via upload	5 months ago
 Class Links	Add files via upload	7 months ago
 Documents (Syllabus, Exam Content ...)	Create Placeholder	4 months ago
 JanAudioText	Delete Placeholder	5 months ago
 Lunch Break Videos	Add files via upload	<b>5-Day Current Bootcamp docs and other files</b> 5 months ago
 MayAudioText	Delete Placeholder	3 months ago
 PMI Slide Deck Videos	Delete Open Word Doc Location PMI Videos	3 months ago
 PMP Learner Kit Information	Delete PMP ATP Learner Kit Info Jan 6 2023.pdf	7 months ago
 QA	Add files via upload	2 weeks ago
 Slide Decks	Add files via upload	2 weeks ago
 Vocabulary	Delete Project Documents.png	2 weeks ago

 8-Day Attendance and Certificates of...	Add files via upload	5 months ago
 Class Links	Delete Important information and links for the PMP ATP 5-Day and 8-Da...	5 months ago
 Documents (Syllabus, Exam Content ...)	Add files via upload	4 months ago
 PMI Slide Deck Videos	Delete Open Word Doc Location PMI Videos	3 months ago
 PMP Learner Kit Information	Delete PMP ATP Learner Kit Info Jan 6 2023.pdf	7 months ago
 QA	Delete test.txt <b>8-Day Current Bootcamp Docs and other files</b>	2 weeks ago
 Slide Decks	Delete Placeholder.txt	5 months ago
 Vocabulary	Delete Placeholder	7 months ago

# Logging In with Correct Name for Attendance

## Joining from your Learning Portal:

- Check your first and last name is correct in your Learning Portal.  
If it is not visible in your learning portal,
  - Check a **course completion certificate** (if available) or
  - Ask the **Admin** within your training organization.
    - If you don't know whom that person is, please reach out to Skillsoft Support at **support@skillsoft.com** to see if they can provide their contact details.

## Joining through Zoom:

- If you join through Zoom using the Desktop Client or Phone App, please use a Zoom account that has your First and Last Name.
- If you join through the browser link, please enter your First and Last Name when prompted.

# Issues With Staying Connected

## Disconnecting from Percipio or Skillport on a regular basis?

- Please contact Customer Support directly  
<https://support.skillsoft.com/bootcamps> for assistance.
- Ask for the Zoom details in the session through the Q&A to join directly through Zoom as a backup (good for all sessions in your Cohort).
- No need to let us know you have rejoined the session after being disconnected or that you have missed time. These messages will be dismissed if you have no question.
- Review the instructions in the PMP Bootcamp **Attendance Tracker.docx** file located in GitHub and Percipio to track the minutes you missed during the session for whatever reason and the dates you made up missed sessions.

# IS LIVE ATTENDANCE REQUIRED?

- **YES**, if you are taking this training to register for the PMP exam live attendance is required.
- However, this is the exception rule for the 8 Day Bootcamp – **You are allowed to miss up to two sessions if you make up the sessions by watching their replays.**
- **A missed session means** you are logged out of a session for **more than 15mins**.
- If you miss more than 15 mins at any time (including during breaks) beyond the two sessions allowed, you will need to make it/them up by attending the live session(s) in a different 8-day cohort\*.

- \*Please see the Bootcamp calendar at <http://calendar.skillsoft.com/> for information about upcoming sessions.



# IN CASE OF ABSENCE

You can access a replay online for a previous session by following these steps 24 to 48 hours after the session ends.

Step 1. Go to: <https://github.com/Skillsoft-Content/PMPReplay>

Step 2. Click on the PMP Replay Zoom Links file for the year you attended the Bootcamp. And then click the Download option.

Step 3. When the file opens, and you are prompted enter the following password. Those are zero's not the letter O. The password is case sensitive.

pmpB00tcampReplay!

Step 4. Locate the worksheet that corresponds with the Cohort you attended and use the provided link and passcode on the worksheet to access the Replay through your browser.

Note: The password to open the Excel file is NOT the passcode to access the replay.

**\*Replays will be available for 1 year. They are not available for download.**

## NO LIMIT FOR REPLAYS:

For the Bootcamp you are attending, there is no limit on accessing the replays for study purposes.

# Attendance Tracker

- Check your Bootcamp documents for the **Attendance Tracker.docx** file that explains manually tracking your attendance (Percipio and Non-Percipio Users) and how to get your Official Certificate.
- **Percipio Users:** Check the Resources tab to the right of Attend tab in your Bootcamp channel to select it and download it to your computer.
- **All Users:** Select the file .docx file from the 8-Day Attendance and Certificates of Completion Info folder in GitHub, click the Download raw file icon, open the file on your computer, and manually add the details.
- <https://github.com/Skillsoft-Content/PMP8Day>

**IMPORTANT:** The **Attendance Tracker.docx** file has multiple pages but is relatively short with examples. There is only one table to fill in. This file after filled in will need to be uploaded when “manually” requesting your certificate, which will be discussed next.

# Important Information: Official Certificate

**Percipio Users:** To help ensure Percipio auto-generates the certificate at the end, always login through Percipio, even if you are simultaneously logged in through Zoom directly as a backup.

Your certificate will not auto-generate/be displayed after the last session ends, if the following situations happen:

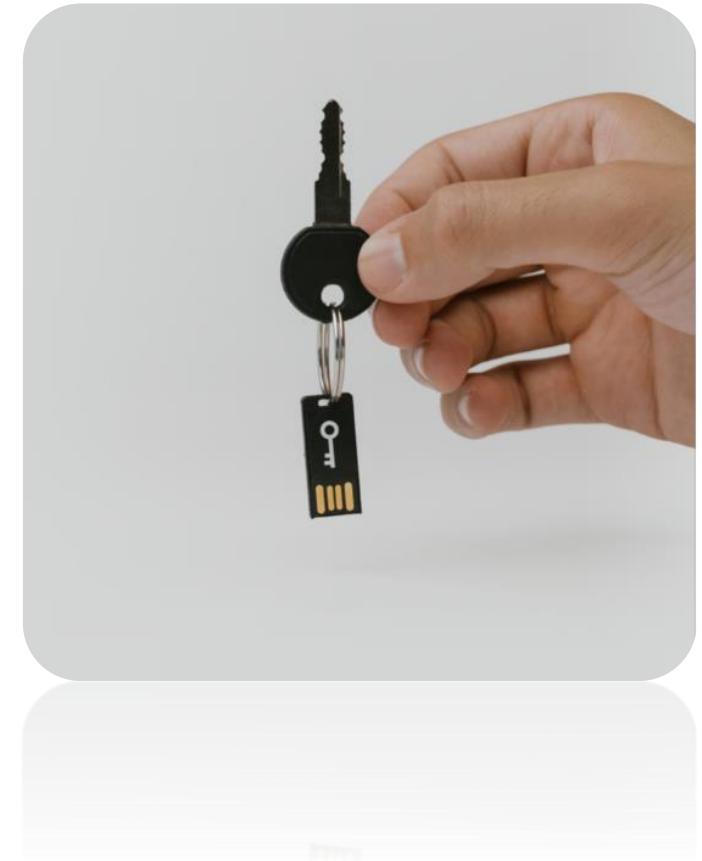
- You don't log into the Bootcamp through Percipio for one or more sessions.
- You miss too much time in one or more sessions. So, barring technical issues, stay logged into each session through Percipio.
- Your certificate will not display if your organization turns off the ability to see certificates.

**Non-Percipio Users and Percipio users** who don't have the certificate auto-generated/displayed, you will need to manually request your official certificate.

**All Users:** For information on how to get your certificate, please review the instructions in your **Attendance Tracker.docx** file from Percipio and/or GitHub.

# PMP® Learner Kit

- Please note that each PMP student taking this training that intends to take the PMP exam must have their own learner kit.
- The Learner Kit vouchers must be purchased through Skillsoft and redeemed through PMI. Please contact your corporate training staff for more information.
- If your organization isn't providing you one or you have an individual subscription to Percipio, you can purchase one using the following URL.
- <https://www.skillsoft.com/pmp-voucher-offering>

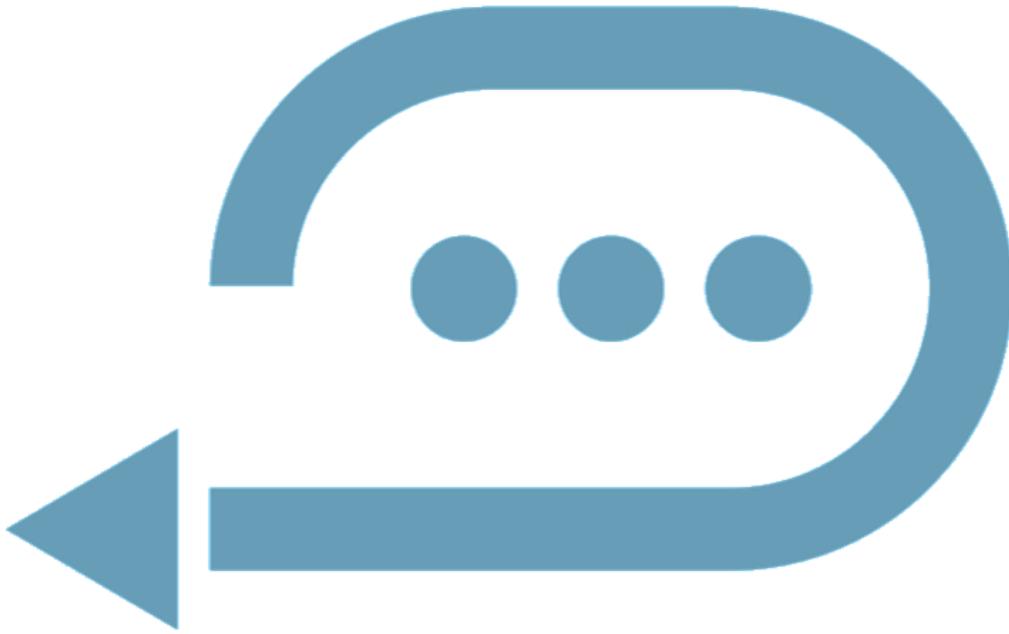


# Videos to Watch

We recommend watching the following videos in between the 1st and 3<sup>rd</sup> sessions, which can be accessed through Percipio or GitHub (All users).

- **Percipio Users:**
  - PMP ATP Certificates of Completion (7:39 run time)
  - PMP ATP Learner Kit Information (5:16 run time)
- **All Users:**
  - Certificates of Completion (7:38 run time)
  - PMP ATP Learner Kit Information (5:07 run time)

# Recap Session 1



# Mapping this course to the Student Workbook

	<b>Business Environment Lesson 1</b>	<b>Start the Project Lesson 2</b>	<b>Plan the Project Lesson 3</b>	<b>Lead the Project Team Lesson 4</b>	<b>Support Project Team Performance Lesson 5</b>	<b>Close the Project/Phase Lesson 6</b>
Topic A	(1A) Foundation	<b>(2A) Identify and Engage Stakeholders</b>	(3A) Planning Projects	(4A) Craft Your Leadership Skills	(5A) Implement Ongoing Improvements	(6A) Project Phase/Closure
Topic B	(1B) Strategic Alignment	<b>(2B) Form the Team</b>	(3B) Scope	(4B) Create a Collaborative Project Team Environment	(5B) Support Performance	(6B) Benefits Realization
Topic C	(1C) Project Benefits and Value	(2C) Build Shared Understanding	(3C) Schedule	(4C) Empower the Team	(5C) Evaluate Project Progress	(6C) Knowledge Transfer
Topic D	<b>(1D) Organizational Culture and Change Management</b>	(2D) Project Approach	(3D) Resources	(4D) Support Team Member Performance	(5D) Manage Project Issues and Impediments	
Topic E	<b>(1E) Project Governance</b>		(3E) Budget	(4E) Communicate and Collaborate with Stakeholders	(5E) Manage Project Changes	
Topic F	<b>(1F) Project Compliance</b>		(3F) Risks	(4F) Training, Coaching and Mentoring		
Topic G			(3G) Quality	(4G) Manage Conflict		
Topic H			(3H) Integrate Plans			

LESSON 1

# BUSINESS ENVIRONMENT

- Foundation
- Strategic Alignment
- Project Benefits and Value
- Organizational Culture and Change Management
- Project Governance
- Project Compliance



# Learning Objectives

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- Define ‘project’ and how it relates to the larger discussion of project management.
  - Discuss the different types of organizational structures and how they relate to your project’s management.
  - Discuss the principles of project management.
  - Discuss the principles of agile and how they relate to your project’s management.
- Discuss strategic alignment and its elements.
  - Explain the impact of business factors on strategic alignment.
  - Determine how projects align with business strategy.
- Identify types of business value.
- **Describe change management theory and its relation to organizational change.**
- **Define and discuss project governance.**
- **Explain project compliance and its importance.**

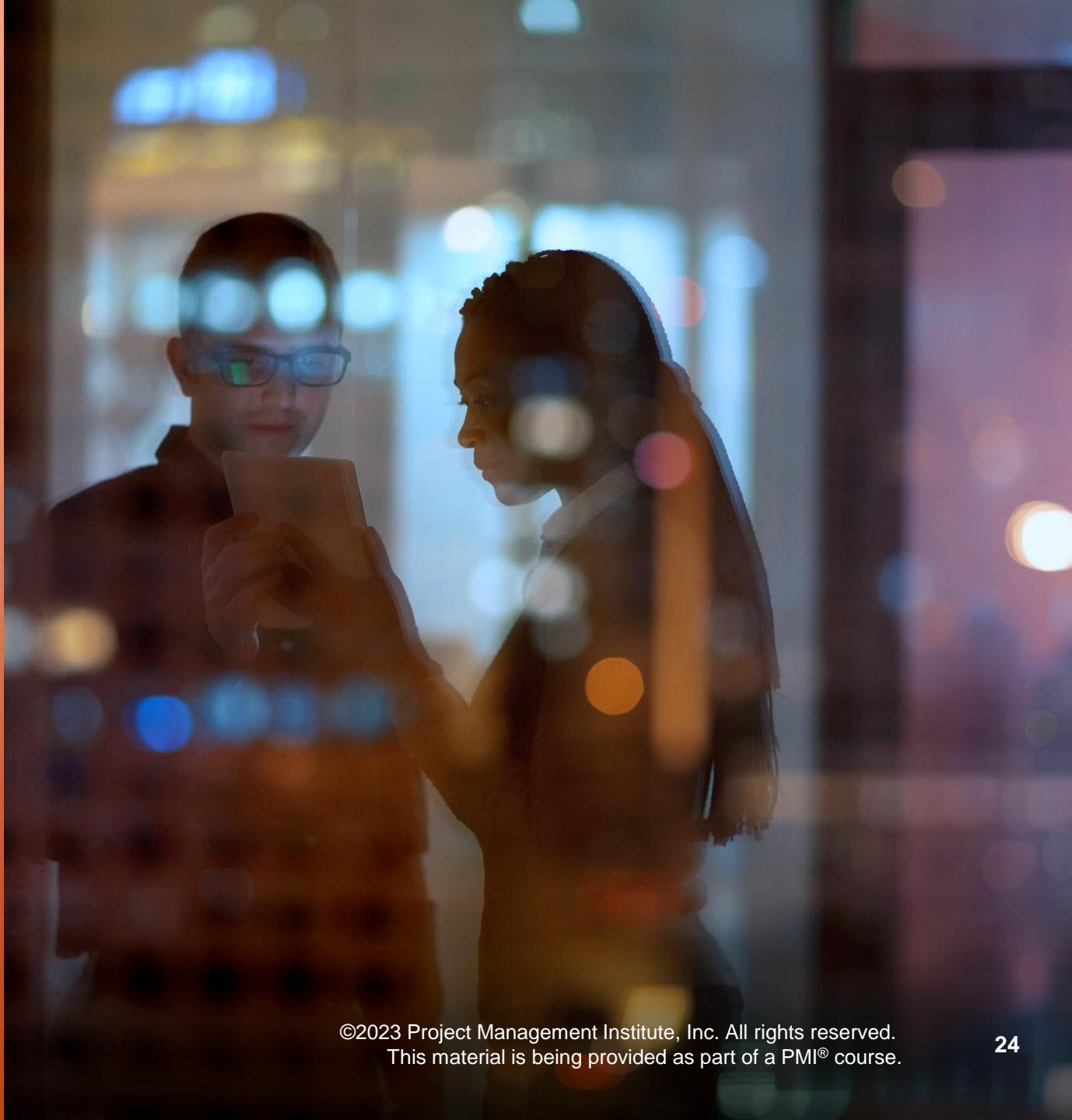


# Organizational Culture and Change Management

TOPIC D

# Change Management\*

- Organizations embrace change as a strategy.
- PMOs build and sustain alignment between projects and the organization.
- Whether your organization has a PMO or not, you are a “changemaker”!
  - Tailor a strategy to circumstances, people and timing
  - Use a robust approach



# Manage Organizational Change Impacts on Projects

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- **Assess** organizational culture
- **Evaluate** impact of organizational change to project and determine required actions
- **Recommend** options for changes to project
- Continually **monitor** external business environment for impacts to project scope/backlog

# Get to Know Organizational Cultures and Styles

- View of leadership, hierarchy and authority
- Shared vision, beliefs and expectations
- Diversity, equity and inclusion practices
- Risk tolerance
- Regulations, policies and procedures
- Code of conduct
- Operating environments
- Motivation and reward systems



# Risk, Culture and Change in Organizations

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Risk threshold and appetite are shaped by diverse values of:

- Country/region
- Industry/sector
- Leadership
- Project team

These must be understood with care to:

- Establish effective approaches for initiating and planning projects
- Identify the accepted means for getting work done

# Change Management Framework



## “Organizational change requires individual change”

The **ADKAR®** model names five milestones an individual must achieve in order to change successfully:

- **A** – Awareness of the need for change
- **D** – Desire to support the change
- **K** – Knowledge of how to change
- **A** – Ability to demonstrate new skills and behaviors
- **R** – Reinforcement to make the change stick

# Actions to Support Change



## DO

- **Coach co-workers to support the business** — patience and compassionate mentoring are key
- **Enable an agile operating system** - Coach team members in agile to facilitate adoption of a change-centered mindset
- **Keep knowledge current** – Continuously improve processes and knowledge

## DON'T

- **Force changes** – Involve and consult; aim to secure buy-in to the reasons for change
- **Alienate resisters** – Change can breed conflict, so proceed carefully

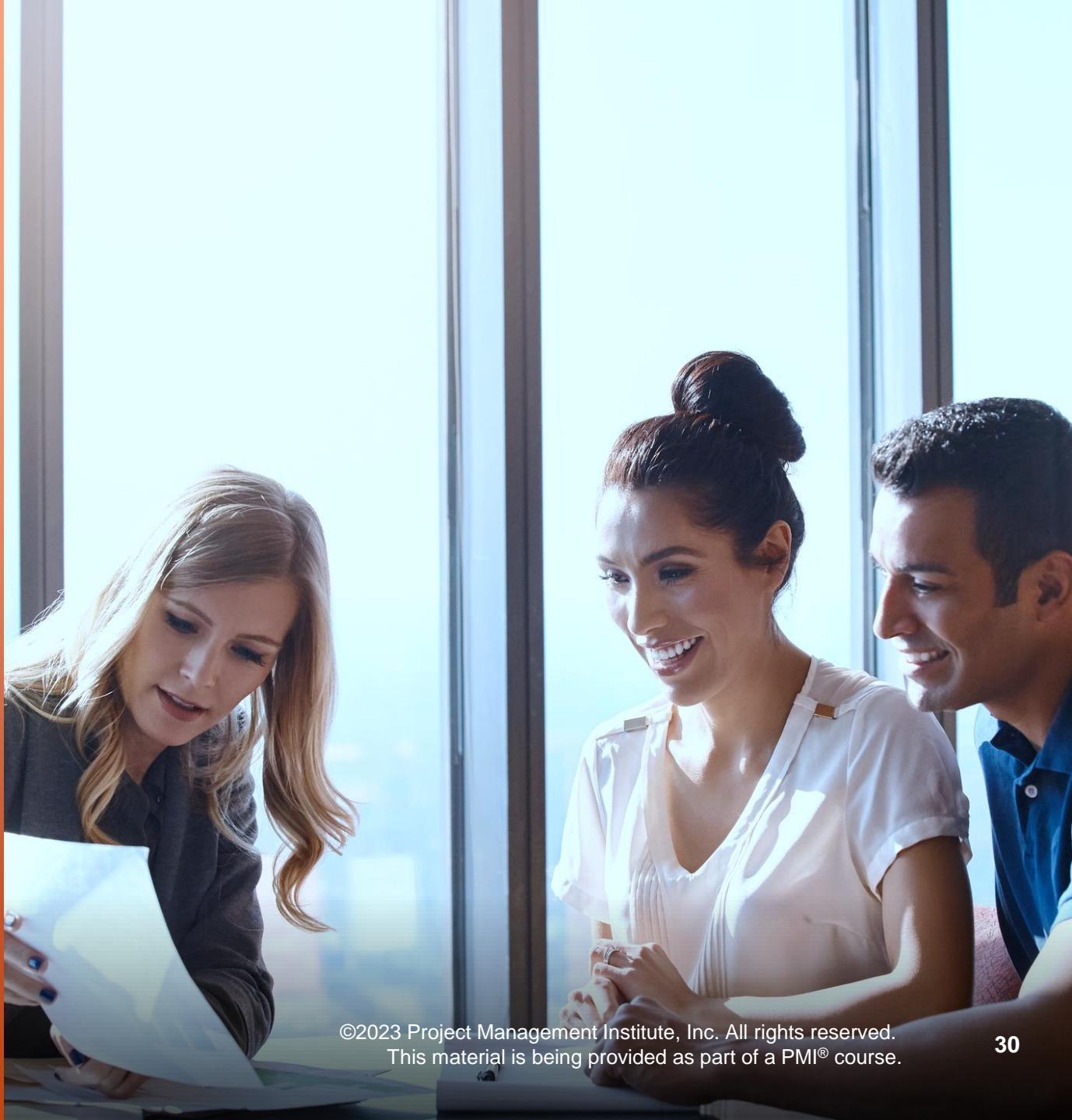
# Plan for Change

Define the knowledge transfer, training and readiness activities required to implement the change brought by the project

- Include an **attitudinal survey** to find out how people are feeling
- Create an **informational campaign** to familiarize people with changes
- Be open and transparent about potential effects of the changes
- Consider creating a rollout plan

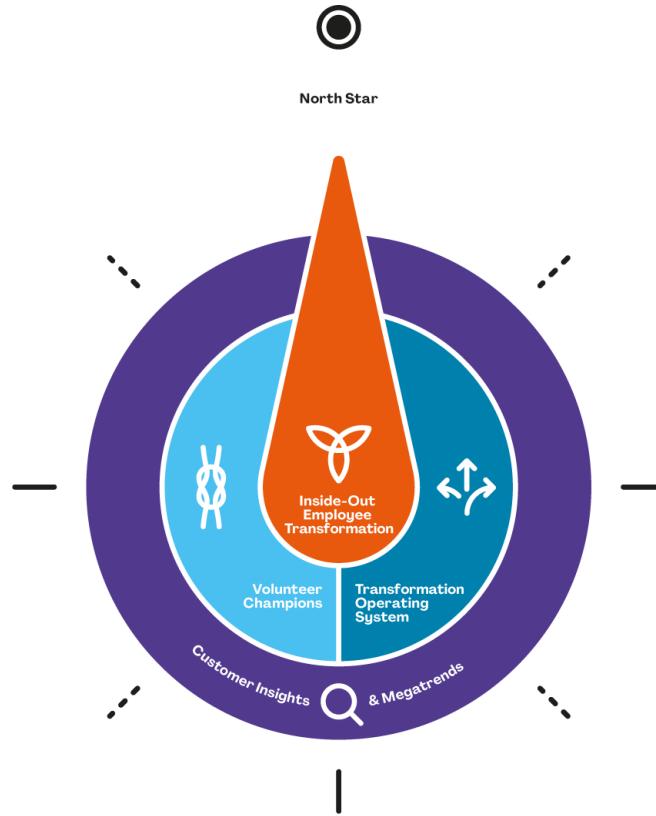


*The rollout plan is not a project management plan component.*



# Organizational Transformation for Project Practitioners

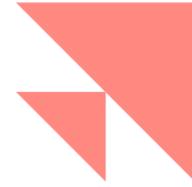
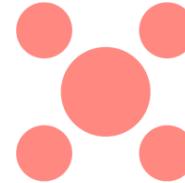
- A **North Star statement** articulates the vision and strategic objectives
- **Customer insights and global megatrends**
- A flat, adaptable cross-functional **transformation operating system**
- Internal **volunteer champions** (not external consultants)
- **Inside-Out Employee Transformation** (similar to ADKAR)



Brightline® - a PMI initiative

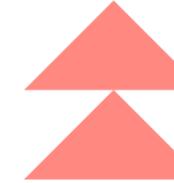
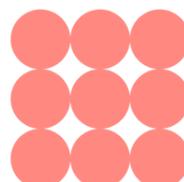
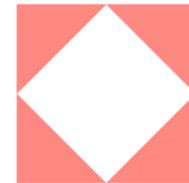
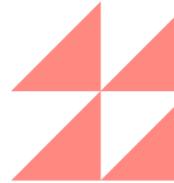
*The Brightline(R)  
Transformation Compass  
and five building blocks of  
transformation - an  
enterprise-level change  
management framework*

# ECO Coverage



## 3.4 Support organizational change

- Assess organizational culture (3.4.1)
- Evaluate impact of organization change to project, and determine required actions (3.4.2)
- Evaluate impact of the project to the organization and determine required actions (3.4.3)





# Project Governance

TOPIC E

# Project Governance

The framework, functions, and processes that guide project management activities to create a unique product, service, or result to meet organizational, strategic, and operational goals.

Key benefits:

- Offers a single point of accountability
- Encompasses the **project life cycle**

*Governance type differs among organizations and projects.*



# Project Governance

## What Kind and How Much?



Too much governance can annoy stakeholders, while relaxed governance can lead to a lack of stakeholder engagement or accountability.

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### Governance:

- Is typically already in place – established by a PMO or aligned with organizational policies
- Depends on strategic importance of project, constraints or oversight requirements



- *Critical for managing internal or external business environment change and deviations in budget, scope, schedule, resources or quality*
- *Budget management oversight is a key governance area.*

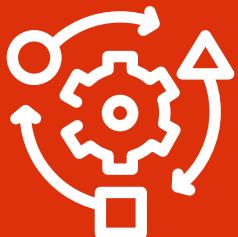
# Project Governance: Components

## Processes for:

- Change
- Communication
- Documentation—e.g., project management plan
- Decision-making
- Internal stakeholder alignment with project process requirements
- Review and approval of changes above project manager authority level
- Risk and issue identification, escalation, and resolution
- Stage gate or phase reviews
- Guidelines for aligning project governance and organizational strategy
- Project life cycle and development approach
- Project organization chart with roles
- Project success and deliverable acceptance criteria
- Relationship among project team, organizational groups, and external stakeholders

# Governance in Adaptive Projects

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Can:

- Document outputs and expectations
- Provide a clear view of project status from:
  - Defined iteration/sprint expectations and outputs
  - Releases tied to specific dates
  - “Real-time” monitoring of project output through daily standups

**Iterative approaches** enable quicker and less costly identification of value-based outputs than predictive

# Governance Board

aka Project Board  
or Steering Committee



*Does anyone have experience with a project governance board? Describe how it works with your project.*



- Provides project oversight
- May include project sponsor, senior managers and PMO resources
- May be responsible for:
  - Reviewing key deliverables
  - Providing guidance for project decisions

Projects that use Scrum or SAFe® use intermediary governance boards to liaise between the project and organizational governance

# Governance Defines Escalation Procedures



For problems outside a project's **thresholds** or **tolerance** levels:

- **Escalate** to the responsible stakeholder who is authorized to take action;
- But if an issue is within the threshold, then work with the team to find a resolution.



# Governance and Life Cycles

## A Systems View



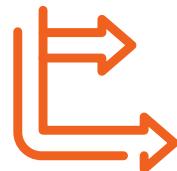
*Remember the project management principle - **Recognize, evaluate and respond to system interactions***



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Governance system works alongside the value delivery system — the **project life cycle**.

Why? To enable smooth workflows, manage issues and support decision making.



Value delivery as *product of life cycle*



Value delivery *embedded in life cycle*

# Governance Checkpoints: Phase Gates and Iterations



Predictive



Adaptive

Split work into <b>phases</b>	Split work into releases
Review results at a <b>phase gate</b> – aka, governance gate, kill point, or tollgate	Review results at end of iterations
Decide: <ul style="list-style-type: none"><li>• Continue to the next phase</li><li>• Continue with modifications, or</li><li>• End a project or program</li></ul>	Gather feedback and take action to improve value in next iteration
	Continue until customer's acceptance criteria – e.g., definition of done or <b>MVP</b> – is satisfied or project ends



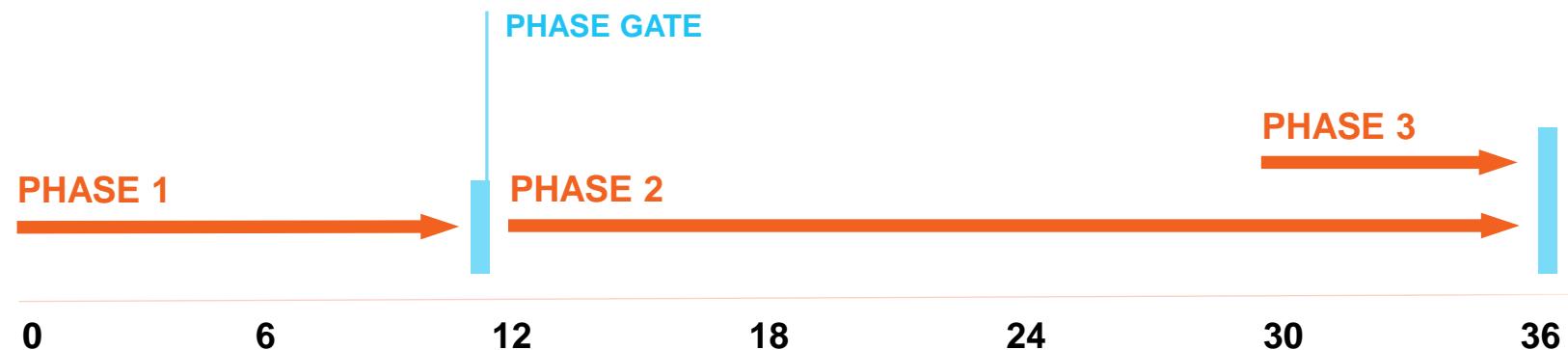
# Project Phases

## Relationships



Phases produce one or more deliverables; outputs from one phase are generally inputs to the next phase.

They can have **sequential** or **overlapping relationships**.



# Apply Governance to Predictive Project Phases



ANGFEN



**At the beginning of a phase:**

- Verify and validate project assumptions
- Analyze risks
- Provide detailed explanation of phase deliverables

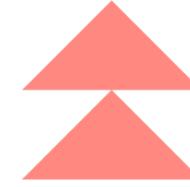
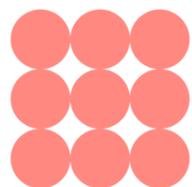
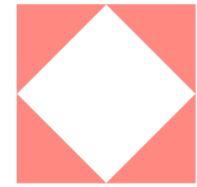
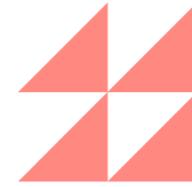
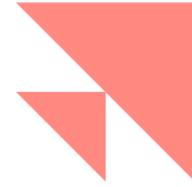
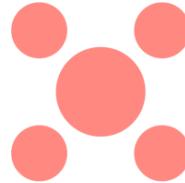
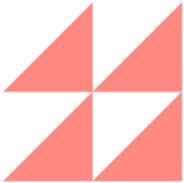
**At the end:**

- Key deliverables produced
- Review to ensure completeness and acceptance



*If huge risks are encountered, deliverables are no longer needed or requirements change, a phase or project will be terminated.*

# ECO Coverage





# Project Compliance

TOPIC F

- Internal and external standards include:
  - Government regulations
  - Corporate policies
  - Product and project quality
  - Project risk
- PMO monitors compliance at organizational level
- Project team is also responsible for project activity-related compliance, including:
  - Quality of processes and deliverables/products
  - Procurement and work by vendors

# Compliance Requirements

**Legal or regulatory** constraints include:

- Requirements for specific practices
- Standards
- Privacy laws
- Handling of sensitive information

**Quality:** Tailor to your project — How much process rigor and quality control is relevant?



# Compliance Categories Classification

---

- Environmental risks
- Workplace health and safety
- Ethical/noncorrupt practices
- Social responsibility
- Quality
- Process risks

Categories vary based on:

- Industry and solution scope
- Unique legal and regulatory exposure

# Compliance Threats

## How to Investigate

- 
- Where/who in the organization handles compliance?
  - What legal or regulatory requirements impact the organization? e.g. workplace safety, data protection, requirements for professional memberships
  - What is the organization's **quality policy**?
  - Are the team and stakeholders aware of compliance matters?



# Treat Compliance as a Project Objective

- Proactively track and manage risks for compliance requirements
- Be prepared to perform quality audits
- Continuously validate legal and regulatory compliance for deliverables
- Check compliance before the end of the project to avoid transferring issues
- In a risk or dedicated compliance register, include:
  - The identified risk
  - A responsible risk owner
  - Impact of a realized risk
  - Risk responses



*Larger organizations or those in highly regulated industries typically have a compliance department or officer.*

# Compliance

## Five Best Practices

---

- **Documentation:** Updated compliance needs and risks
- **Risk planning:** Prioritize compliance in risk planning
- **Compliance council:** Includes quality/audit specialists and relevant legal/technical specialists
- **Compliance audit:** Formal process
- **Compliance stewardship:** It's your responsibility!

# Interactive/Activity

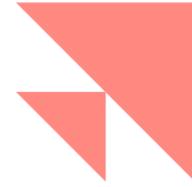
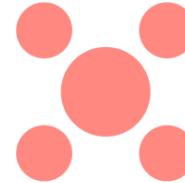
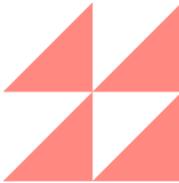


*Let's talk about compliance.*

- Does your organization have a quality policy?
- Do you know where to find the quality policy or standards for your projects?
- What kinds of compliance activities are you involved with?

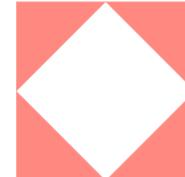
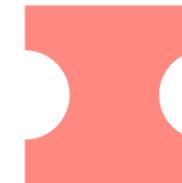
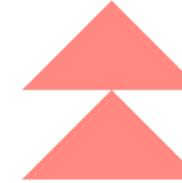
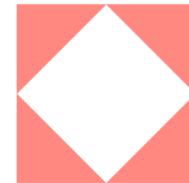
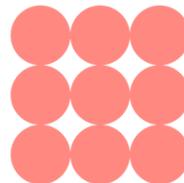


# ECO Coverage



## 3.1 Plan and manage project compliance

- Confirm project compliance requirements (e.g., security, health and safety, regulatory compliance (3.1.1))
- Classify compliance categories (3.1.2)
- Analyze the consequences of non-compliance (3.1.5)



# End of Lesson 1



LESSON 2

# START THE PROJECT

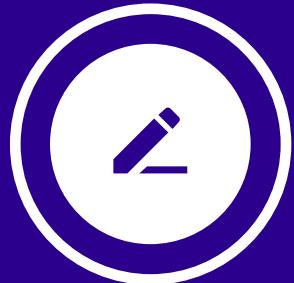
- Identify and Engage Stakeholders
- Form the Team
- Build Shared Understanding
- Determine Project Approach



# Learning Objectives

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- **Define and discuss stakeholders and the most effective ways to communicate with them.**
- **Explain the best ways to form a team.**
- Describe how to build the most effective understanding of a project and how doing so relates to executing a project successfully.
- Explain how predictive and adaptive project life cycles work; explain what a hybrid development approach is.
  - Decide which kind of development approach or life cycle is best suited for work.



# Identify and Engage Stakeholders

TOPIC A

# Typical Project Stakeholders\*



Can you categorize these stakeholders?

- *Which are typically project team members? Which are not?*
- *Which are typically active in project work?*

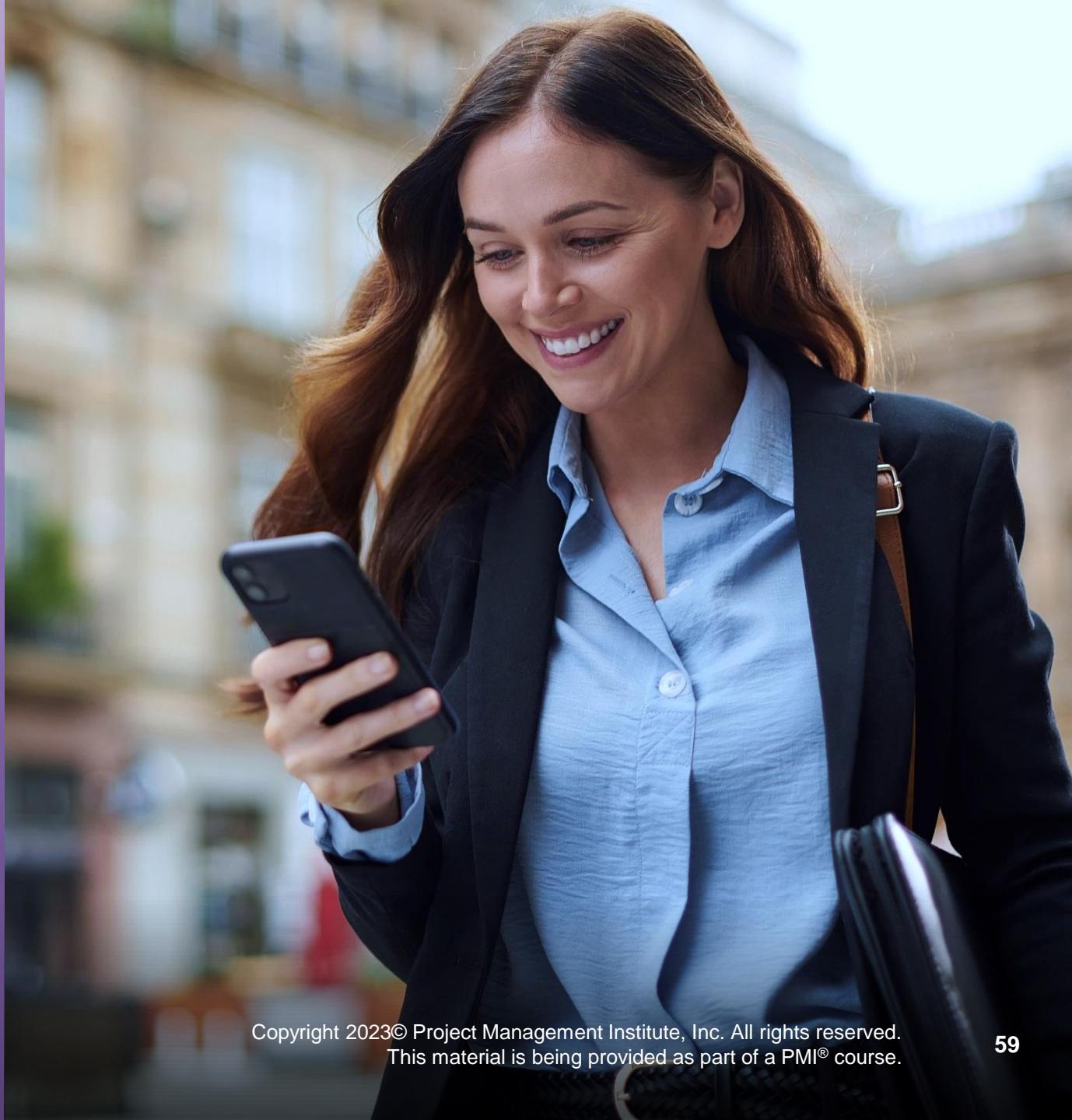
- 
- End users
  - Customers
  - Employees
  - Organization
  - Managers
  - Sponsors
  - Business partners
  - Suppliers and contractors
  - Government
  - Community



# Stakeholder and Communications Management

## Overview

- Stakeholder register
- Stakeholder engagement plan
- Communications management plan
- Stakeholder engagement assessment matrix (SEAM)
- Assessment grids / matrices / models



# Stakeholder Identification

## Who are they?

- Check the **business case** and **benefits management plan** for names
- Later, check the **issue/impediments log**, **change log** or **requirements documents** to see who else is needed or named

## What's their relationship to the project?

- Interest
- Involvement
- Interdependencies
- Influence
- Potential impact on project success



*Identify and engage stakeholders early to avoid surprises later in the project!*

# Assess Stakeholders

## Data Gathering

- Questionnaires and surveys
- Brainstorming

## Data Analysis

- **Stakeholder analysis** — What are their “stakes” in the project? — i.e., interest, rights, ownership, knowledge, contribution
- Document analysis

## Data Representation

- Two-dimensional (2D) grids
  - Power/interest
  - Power/influence
  - Impact/influence
- 3D grid — Stakeholder “cube”
- Salience model
- Directions of influence

# Create the Stakeholder Register

---

- Capture and record important stakeholder information
- Factor in OPAs
- Update it! Describe the evolving relationship with stakeholders throughout the project



*Contains the information necessary to execute the stakeholder engagement plan*



- Refer to **stakeholder registers** from previous, similar projects for help
- Remember this is a public document, so ensure the information presented is appropriate



# Stakeholder Register

	Name	Title	Internal / External	Project Role	Major Requirements	Expectations	Influence / Attitude
1	Eugene Lowe	CEO	Internal	Sponsor	Successful completion	On-time completion, successful partnerships	Champion
2	Oasestown Municipality		External	Government partner (liaison); funding contributor; owner of SLC site	Successful completion of facility and partnership;	Accountability	Supporter
3	Kara Black	Principal, Oases Architects	External	Partner, designer, specialist knowledge (conservation building)	Clear design brief, successful partnership	Fluid funding and communication, design autonomy	Champion
4	Josie Bynoe	Chair, BOD	Internal	Direct strategic local partnerships for Shawpe	Environmental sustainability of project work; "moral rights"	No damage to Oasestown conservation district or environs	Resistor
5	Helen Grey	Lead, business development	Internal	Product owner	High profile tenants, excellent community and conservation credentials	Organizational learning; leadership opportunity	Neutral
6	Hasan Persaud	VP of Business Development	Internal	Portfolio owner	Capacity for ongoing revenue	End-user in Phase 3	Neutral
7	Mandeep Chahal	VP of Finance	Internal	Budget controller	direct contact with funding partners	clear data	Neutral
8	Kei Leung	VP of Marketing	Internal	Marketing expert	elevation of brand	high quality tenants	Supporter
9	Tenants		External	Income source	bespoke spaces	high quality	Neutral
10	Contractors		External	Vendors - building	clear instructions, contract		Neutral
11	Oasestown local residents		External	Neighbors to project	Traffic and noise pollution management	no inconveniences	Resistor
12	Oasestown Community Partnership		External	Community group operating in Oasestown	none	a free space in the SLC	Champion

# Know Your Stakeholders

## Go Beyond Job Titles

Power	Level of authority
Interest	Level of concern about project outcomes
Influence aka <i>attitude or impact</i>	<ul style="list-style-type: none"><li>Ability to influence project outcomes or cause changes to planning or execution</li><li>Magnitude of potential contribution or disruption to project</li></ul> <p><i>Use a descriptive term — e.g., champion, supporter, neutral, detractor</i></p>



*Tailor stakeholder assessments to suit project needs. The goal of this exercise is to facilitate your planning of effective communication with the stakeholders!*

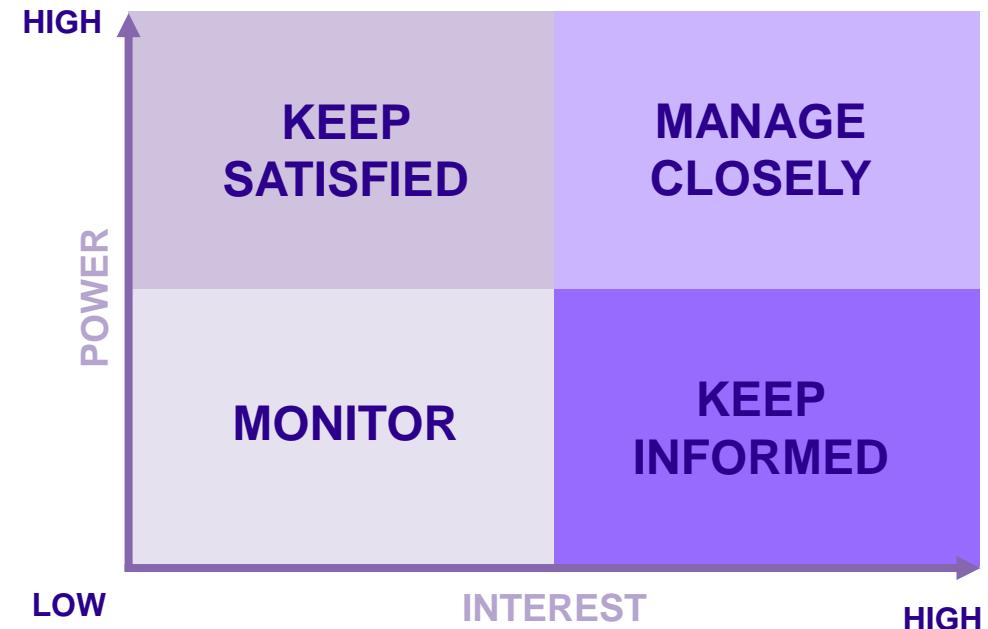
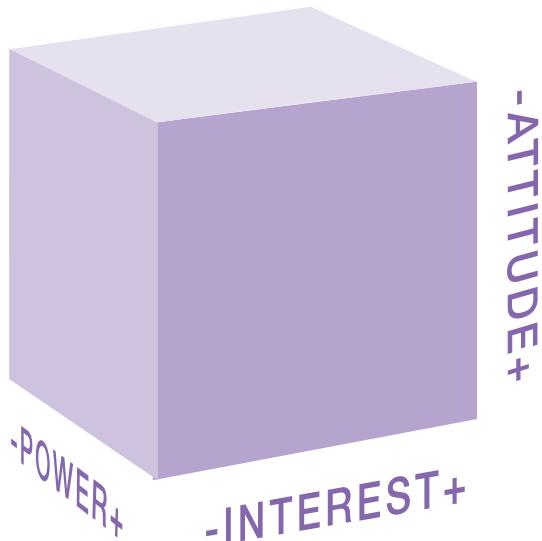
# Stakeholder Mapping



Use two dimensions to map stakeholders:

- Power and interest grid
- Power and influence grid
- Impact and influence grid

Or use three dimensions – a **cube** – to refine the analysis further!



## Method:

- Place each stakeholder on the grid (*do not use names*)
- Use the same quadrant labels, but change the axis labels

# Directions of Influence



You should understand the social network of project stakeholders, specifically the direction of their influence on the project.

<b>Upward</b>	<i>Parent organization</i> — senior management (business, financial interests)
<b>Downward</b>	<i>In the project hierarchy</i> — team or specialists
<b>Outward</b>	<i>Have a “stake” in the project</i> — client, end-user, external
<b>Sideward</b>	<i>Friendly or competitive for resources</i> — project manager's peers, other organizational departments

# Salience Model



*Focus on the **product owner** role. Are they familiar, interested and engaged enough with the project to make decisions and move the project forward?*



## URGENCY

- Level of required attention/detail
- Time constraints
- High stakes

## LEGITIMACY

Appropriate involvement  
Or **proximity**, as applied to team stakeholders, indicating level of involvement with project work

## POWER

Level of authority

# Stakeholder Perceptions

- Must be holistically understood in customer-centric project management approaches
- Can be damaging to a project, whether they are negative or positive



*Why do you think it's important to understand both positive and negative stakeholder perceptions of your project?*



# Capture Stakeholder Feedback and Perceptions



- *Interpersonal skills*
- *Active listening*
- *Emotional intelligence*
- *Effective communication methods*



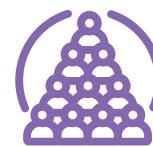
## Key stakeholders

- Interview to understand **project requirements and vision** and **communication preferences**



## All stakeholders

- Appropriate, regular project communications



## Large and public groups

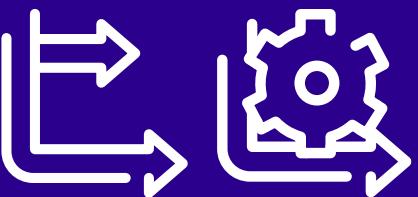
- Questionnaires/surveys
- Facilitated conversations/sessions — online or in person
- Digital media – email campaigns, websites, group chats
- Posters and advertising

# Plan to Communicate with Stakeholders

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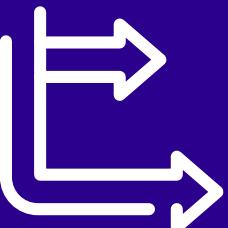
**Stakeholder engagement plan** identifies required management strategies to effectively engage stakeholders.

Team fulfills strategies via communications described in the **communications management plan**.



# Communication Requirements Analysis

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- Leads to a clear articulation of the stakeholders' communications needs
- Enables effective choices about communication topics, frequency, models and technologies
- Output is a grid, questionnaire or survey that documents the communication and technology requirements for each stakeholder

# Communication: Methods and Technologies



*Do you use any other communication methods or techniques on your projects?*

*Are there types your organization does not allow? Why?*

## Meetings/verbal

- Physical (face to face)
- Virtual (videoconferencing)
- Phone call

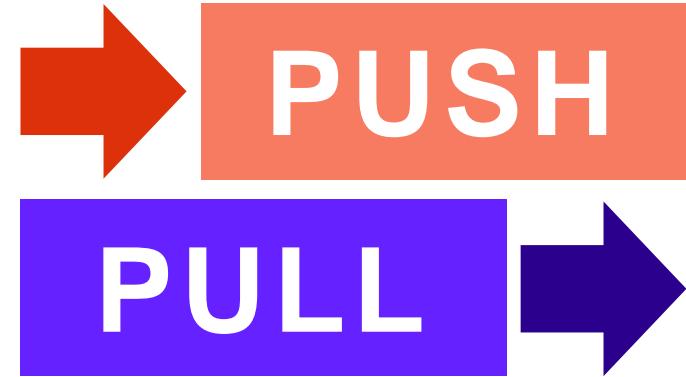
## Digital/electronic media

- Websites and social media
- Instant/text messaging via phone or platform
- Email or fax

## Physical

- Body language and gestures
- White boards

# Communication Methods



**Push** — sender determines:

- Send an email
- Make a phone call

**Pull** — receiver determines:

- Post information on team board
- Store reference documents in electronic repository — e.g., SharePoint

Interactive



- Conversation (speaking on the phone, virtual, in-person)
- Messaging
- Workshops/collaboration
- Whiteboarding



Agile teams are colocated whenever possible so that they can be highly collaborative.

# Communication Challenges / Considerations

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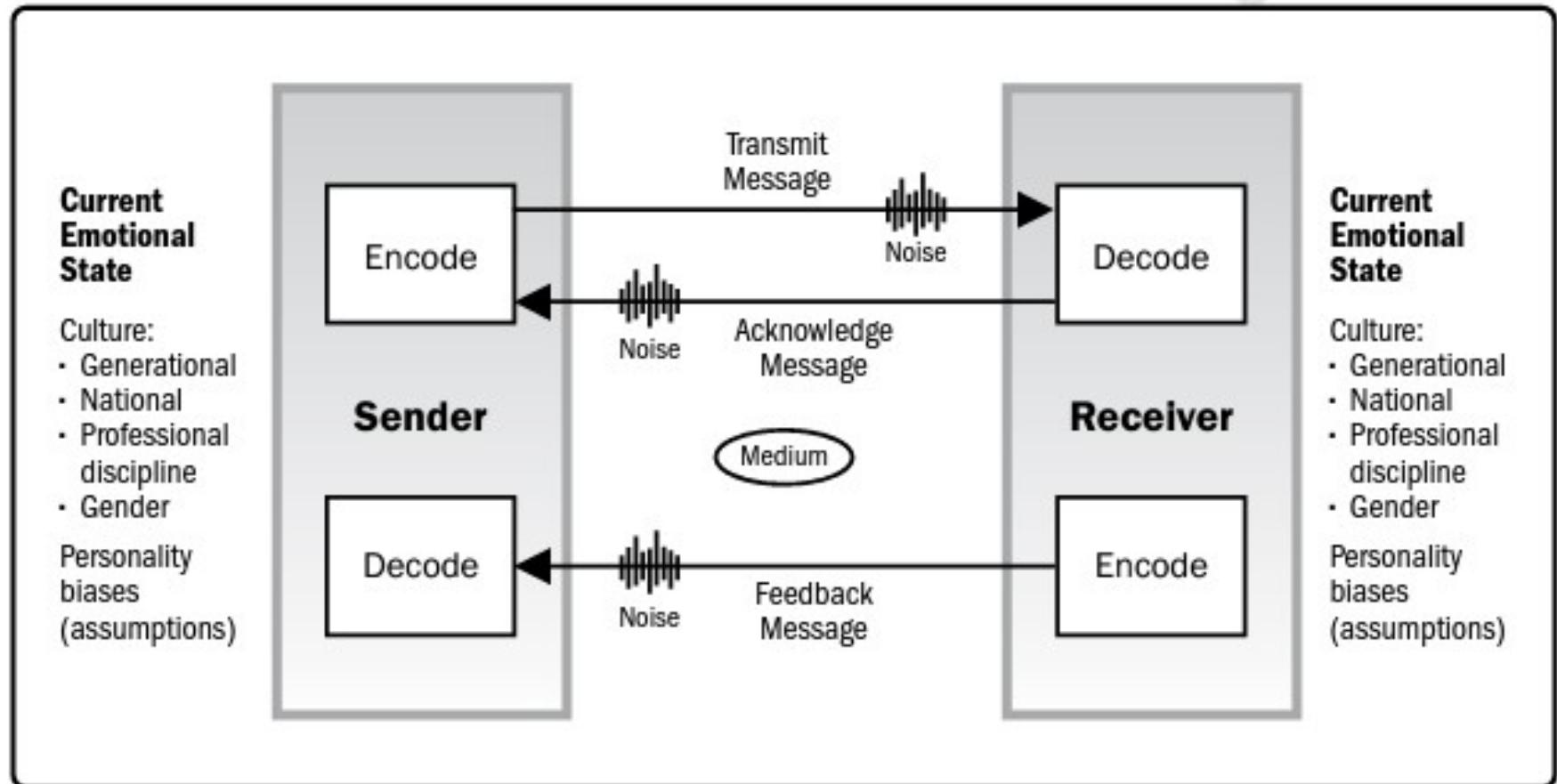
- Urgency of need for information
- Availability and reliability of technology
- Ease of use
- Project environment – e.g., language and formality
- Sensitivity and confidentiality of information
- Communications OPAs — e.g., social media protocols
- Data protection laws/regulations
- Accessibility requirements

# Communication Model\*



*Think of an example of a transmission. Depending on the method, what kinds of noise can play a part?*

## Cross-Cultural Communication Model



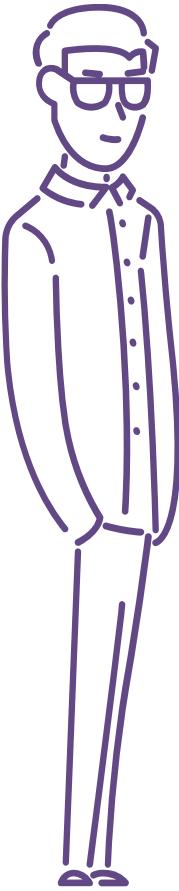
# Stakeholder Engagement Strategy



- **Involve** stakeholders
- **Enable** appropriate management strategies
- **Create** and **maintain** relationships



# Example Stakeholder Engagement Assessment Matrix (SEAM)



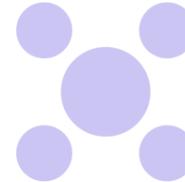
*Tailor labels for stakeholder levels of engagement to your context, team or organization.*

*Don't use names on the matrix – refer to stakeholders by number.*

Stakeholder	Unaware	Resistant	Neutral	Supportive	Leading
1				D	C
2				C	D
3			C	D	
4			C	D	
5		C	D		
6				C	D

**C** – Current engagement level | **D** – Desired engagement level

# ECO Coverage



## 1.9 Collaborate with stakeholders

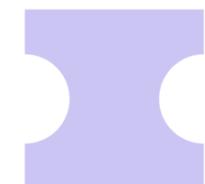
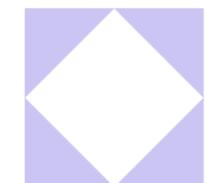
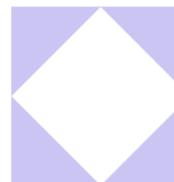
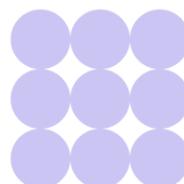
- Evaluate engagement needs for stakeholders (1.9.1)

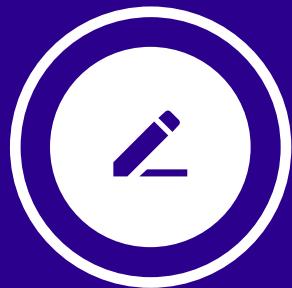
## 2.4 Engage stakeholders

- Analyze stakeholders (power interest grid, influence, impact) (2.4.1)
- Categorize stakeholders (2.4.2)
- Develop, execute and validate a strategy for stakeholder engagement (2.4.4)

## 2.2 Manage communications

- Analyze communication needs of all stakeholders (2.2.1)
- Determine communication methods, channels, frequency and level of detail for all stakeholders (2.2.2)





# Form the Team

## TOPIC B

# Create a Collaborative Team Culture



(Optional)

*How do you think a collaborative team culture can be created in a hybrid approach? Give some examples!*



Project manager:

- Builds team agreements, structures and processes that support a culture that enables individuals to work together and benefit from interactions
- Tailors a **resource management plan**
- The team assembles and self-organizes to support project requirements.

# Project Team Formation Video

## Tuckman's Ladder of Team Development

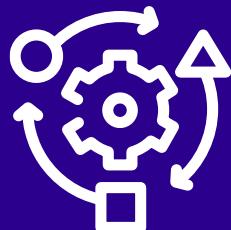
Dr. Bruce Tuckman



# Project Team Formation

## Key Concepts

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*These concepts can be applied in any kind of project team.*

**Self-organizing team:** A **cross-functional team** in which people fluidly assume leadership as needed to achieve the team's objectives.

**Servant leadership:** The practice of leading the team by focusing on understanding and addressing the needs and development of team members in order to enable the highest possible team performance.

# Project Manager Role in Adaptive Teams



Leadership and management models:

- **Centralized:** All team members practice leadership activities and accountability is usually assigned to one individual, such as the project manager or similar role (**team lead**).
- **Distributed:** One project team member (may shift) serves as facilitator to enable communication, collaboration and engagement on accountable tasks.



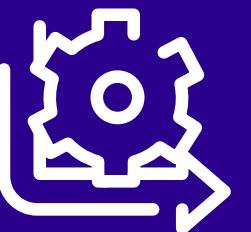
*If a team is self-organizing, is a project manager needed?*

- *If not, which of these models works best?*
- *If yes, what does that role look like?*

# Hybrid Team Formation

## Example

Centralized coordination by a project manager or team lead and self-organized project teams for portions of the work



# Project Team Composition

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- Refers to team's makeup and how team members are brought together
- Varies based on organizational culture, location and scope
- Can be full-time or part-time members
- Includes varied knowledge and expertise — i.e., generalists and specialists

# Project Team Roles

- Project management staff
- Project work staff
- Supporting experts
- Business partners



# Identify Project Resource Requirements

## Guidelines

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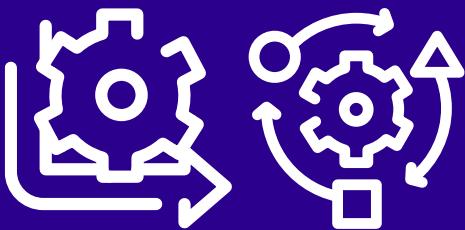
Provision team members, external contractors and suppliers and physical and intangible assets:

- Ensure relevant skill sets
- Avoid single points of failure — e.g., a single resource has a required skill
- Create **cross-functional teams**
- Use **generalizing specialists**, or **T-shaped** people, whenever possible to support other areas of the project
- Ensure appropriate physical resources and other requirements — e.g., equipment and access rights



# T-Shaped People and Self-Organizing Teams

- Provide individual value and versatility on project teams
- Lend flexibility to organizations
- Help avoid key resource shortages or work stoppages due to availability
- Train and coach team members to become T-shaped, combining **breadth** and **depth** of knowledge



# Diversity, Equity and Inclusion Standards

- Teams are global and diverse in culture, gender, physical ability, language and many other factors.
- The project environment optimizes the team's diversity and builds a climate of mutual trust.



# Experts and Expert Judgment

People from other areas of the organization

- Consultants
- Stakeholders
- Professional and technical associations
- Historical data
- Project manager



# Focus on Team Strengths

- Organize around team **strengths**
- Be aware of **weaknesses**
- Identify **threats** to team success and **opportunities** to improve team performance



SWOT analysis



# Team Norms

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- Together, **establish** expected team behaviors **at the beginning of the project**
- Enable teams to **handle challenges** later
- Include guidelines and techniques for:
  - Meetings
  - Communications
  - Conflict management
  - Shared values
  - Decision-making
- Align team values with the *PMI Code of Ethics and Professional Conduct*

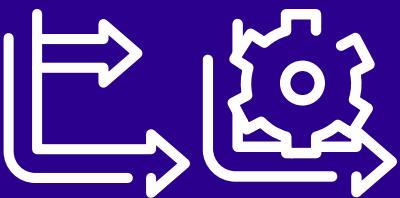
# PMI® Code of Ethics and Professional Conduct



*Can you remember the four values  
that drive ethical conduct for the  
project management profession?*



# Team Charter\* and Ground Rules\*



- A document – electronic or paper, or a poster of the ground rules
- Created together with the team
- Includes:
  - Shared values
  - Behavior guidelines
  - Guidelines for communications and use of tools
  - Decision-making guidelines
  - Performance expectations
  - Conflict-resolution measures
  - Meeting time, frequency, and channel
  - Other team agreements — e.g., shared hours, improvement activities

# Team Charter Example



**PROJECT TEAM NAME:** SHAWPE LIFESTYLE CENTRE

**SPONSORING BUSINESS UNIT:** EXECUTIVE / EUGENE LOWE

**DURATION OF CHARTER:** 36 MONTHS

**# OF PROJECT TEAM MEMBERS:** 12

**TEAM MEMBER TIME COMMITMENT:** 40 HOURS PER WEEK

**SCOPE OF WORK:**

- Construct bespoke interior spaces appropriate for commercial tenants
- Restore historic buildings in site district for use as community spaces
- Recruit commercial and community tenants
- Create management structure and transfer to Oasestown Municipality partner

**PROJECT TIMELINES AND KEY MILESTONES:**

Milestone	Due Date	Measured By
PHASE 1	DEC 20XX	<ul style="list-style-type: none"><li>• Completion of interior spaces – obtain "safe occupancy" certificate</li><li>• Recruit tenants</li></ul>
PHASE 2	DEC 20XX+1	<ul style="list-style-type: none"><li>• Tenants move in</li><li>• Completion of outdoor spaces</li></ul>
PHASE 3	DEC 20XX +2	<ul style="list-style-type: none"><li>• Transferral of property management service</li></ul>

**ADMINISTRATIVE/REPORTING REQUIREMENTS:** All parties report directly to project manager

**RESOURCES and BUDGET:**

- Shawpe employees report to functional managers and project manager
- External contractors refer to SOW, report to project manager

**PROJECT TEAM**

**Project manager:** Ang Fen

**Product owner:** Helen Grey

**TEAM MEMBERS:**

- |                            |                            |
|----------------------------|----------------------------|
| • Daniel Ayan, Finance     | • Luis DeSouza, Executive  |
| • Greer Inniss, IT         | • Bei Jones, Marketing     |
| • Janis Feather, Marketing | • Solomon Grant, Marketing |
| • Kareena Ayoung, Bus Dev  |                            |



**Project Team Executive Sponsor Roles and Responsibilities:**

- Guide the project team to fulfill goals
- Ensure all team members are fully oriented about the project vision at kickoff meeting.
- Work with the project manager to ensure group work is carried out.

**Project Manager Roles and Responsibilities:**

- Guide the team in accomplishing the purpose detailed in the charter and in accordance with company policies.
- Keep the team focused.
- Work toward building a sense of trust, productivity, and camaraderie within the group.
- Support a forum for open discussion and sharing of ideas.
- Address non-productivity within the group.
- Make decisions to support accomplishing the objectives of the team.
- Coordinate all administrative duties in support of the group.
- Facilitate information gathering for meetings.

**Project Team Member Roles and Responsibilities:**

- Collaborate as a team to follow all process and procedures to complete the work of the team.
- Ensure individual work for the team is carried out between meetings.
- Collaborate with project manager and product owner on an as-needed basis.
- Actively participate in team meetings.

**Team Guidelines and Communication**

- Working hours are 8am – 5pm for the office
- On site working hours are posted on site and change daily; use security ID badges to enter site at any hour; hard hats and boots must be worn on site
- Be polite
- Respect everyone's opinion
- Speak to people directly and appropriately before airing grievances in public
- People may be contacted outside of working hours, but they are not required to respond
- Use relevant messages in work chats
- Be on time to meetings
- Ask for help when you need it
- Communicate honestly and openly
- Use email for essential communication, so read emails properly

## GROUND RULES

# Team Communication

- **Effective communication** includes:
  - Verbal
  - Written
  - Behavioral
  - Physical (notice boards)
  - Virtual
- Include communication expectations and details in the **team charter**
- Organize communications:
  - Facilitate team and stakeholder collaboration
  - Manage expectations
  - Check regularly to make sure it's working!
  - Plan and use **retrospectives** to discuss communications improvements

# Colocated, Virtual or Both?



*What kind of team are you on?*



## Virtual Team\*

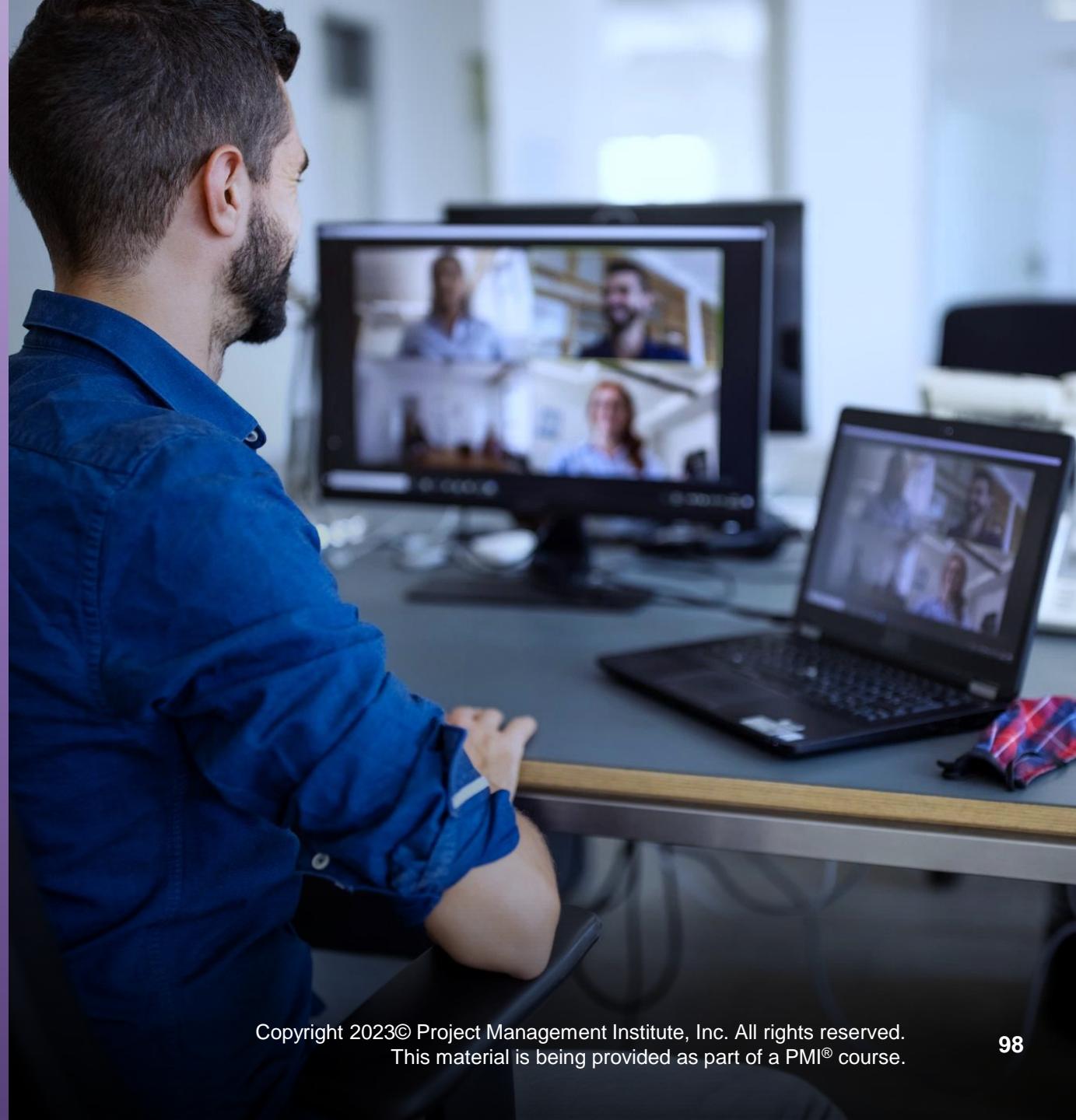
- “Normal” in most workplaces
- Create opportunities for the organization:
  - Better skills at lower costs
  - Avoids relocation expenses
  - Work/life balance
- Rely on communication technology
- May have bonding challenges

## Colocated Team\*

- Interaction is easy
- Better bonding is facilitated
- Use of physical tools, collaboration and boards possible

# Virtual Team Challenges

- Individual performance tracking
- Diversity - language, technological skill
- Solo working prohibits bonding



# Running Virtual Teams

- Check in with people individually as often as possible
- Conduct positive network-building activities



What are your tips for creating a positive virtual team experience?



# Virtual Team Communication Technology



- Plan team communication and collaboration methods
- Consider working hours, geographical dispersion and security requirements
- Use appropriate tools:
  - Task boards
  - Messaging and chat
  - Calendars
  - Document storage
  - Knowledge repositories
  - Videoconferencing

# Address Virtual Team Member Needs

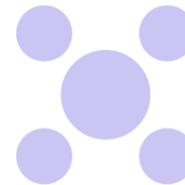
Facilitate and ensure collaboration as a priority

Address the basic needs of a virtual team, including:

- Cohesion
- Shared goals
- Clear purpose
- Clarity on roles and expectations



# ECO Coverage



## 1.4 Empower team members and stakeholders

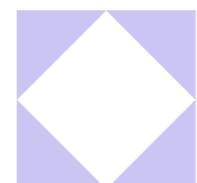
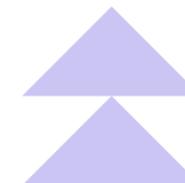
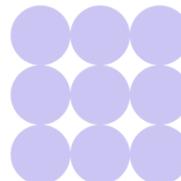
- Organize around team strengths (1.4.1)

## 2.16 Ensure knowledge transfer for project continuity

- Discuss project responsibilities within team (2.16.1)
- Outline expectations for working environment (2.16.2)

## 1.11 Engage and support virtual teams

- Examine virtual team member needs (e.g., environment, geography, culture, global, etc.) (1.11.1)
- Investigate alternatives (e.g., communication tools, colocation) for virtual team member engagement (1.11.2)



# DAILY PMP BOOTCAMP SURVEY



LOOK FOR THE SURVEY LINK IN THE CHAT

**Our goal** is to provide the best possible Bootcamp experience for a live streaming webinar, with hundreds of participants.

For each Bootcamp session,

- Let us know **what you liked** about the experience – your comments really matter.
  - Please include a thank you **to the mentor(s)** working off camera.
- If you have **recommendations**, share those too!

**We sincerely value your opinion!**

# Survey Scale

This Scale: 0 not at all likely- 10 extremely likely



On a scale of 0-10, how likely are you to recommend this bootcamp to someone else?

This Scale: 0 not at all likely - 10 extremely likely



## CHANGE MANAGEMENT

A comprehensive, cyclic, and structured approach for transitioning individuals, groups, and organizations from a current state to a future state in which they realize desired benefits. It is different from project change control, which is a process whereby modifications to documents, deliverables, or baselines associated with the project are identified and documented, and then are approved or rejected.



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## THRESHOLD

A predetermined value of a measurable project variable that represents a limit that requires action to be taken if it is reached.



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## TOLERANCE

The quantified description of acceptable variation for a quality, risk, budget, or other project requirement.



## ESCALATE

The act of seeking helpful intervention in response to a threat that is outside the scope of the project or beyond the project manager's authority.



## PROJECT LIFE CYCLE

The series of phases that a project passes through from its start to its completion.



## PHASE

Refers to a collection of activities within a project. Each project phase is goal oriented and ends at a milestone.



## PHASE GATE

A point review at the end of a phase in which a decision is made to continue to the next phase, to continue with modification, or to end a project or program.



## **MINIMUM VIABLE PRODUCT (MVP)**

The smallest collection of features that can be included in a product for customers to consider it functional. In Lean methodologies, it can be referred to as “bare bones” or “no frills” functionality.



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## SEQUENTIAL RELATIONSHIP

Refers to a consecutive relationship between phases; phases occur in procession and without overlap.



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## OVERLAPPING RELATIONSHIP

A type of phase-to-phase relationship characterized by phases that start prior to the ending of the previous phase. Therefore, activities in different phases run concurrently with one another.



## QUALITY POLICY

The basic principles that should govern the organization's actions as it implements its system for quality management.



## STAKEHOLDER

An individual, group or organization that may affect, be affected by or perceive itself to be affected by a decision, activity or outcome of a project, program or portfolio.



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## STAKEHOLDER ANALYSIS

A technique of systematically gathering and analyzing quantitative and qualitative information to determine whose interests should be considered throughout the project.



## STAKEHOLDER REGISTER

A project document including the identification, assessment, and classification of project stakeholders.



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## STAKEHOLDER ENGAGEMENT PLAN

A component of the project management plan that identifies the strategies and actions required to promote productive involvement of stakeholders in project or program decision-making and execution. Used to understand stakeholder communication requirements and the level of stakeholder engagement in order to assess and adapt to the level of stakeholder participation in requirements activities.



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## COMMUNICATIONS MANAGEMENT PLAN

A component of the project, program, or portfolio management plan that describes how, when, and by whom information about the project will be administered and disseminated.



## COMMUNICATION MODEL

A description, analogy, or schematic used to represent how the communication process will be performed for the project.



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## CROSS-FUNCTIONAL TEAM

Teams that have all the capabilities to deliver the work they've been assigned. Team members can specialize in certain skills, but the team is capable of delivering what they've been called on to build. See also "self-organizing teams".



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## GENERALIZING SPECIALISTS

Refers to a project team member who has a particular area of deep expertise but also has experience in many other areas that may not be directly related to their core area. These team member types are valued on agile projects because of their ability to be interchangeable.



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## T-SHAPED

Refers to a person whose skill set comprises one area of specialization and broad ability in other skills required by the team.



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## TEAM CHARTER

A document that records the team values, agreements, and operating guidelines as well as establishes clear expectations regarding acceptable behavior by project team members.



## GROUND RULES

Expectations regarding acceptable behavior by project team members.



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## VIRTUAL TEAM

A group of people with a shared goal who fulfill their roles with little or no time spent meeting face-to-face.



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## COLOCATION

An organizational placement strategy in which the project team members are physically located close to one another to improve communication, working relationships, and productivity.