



# Day in the life of a Project Manager



# Today's agenda



Project recap

Problem

The Analytics team

Process

Insights

Summary



# Morning

7 AM

- Check updates from previous evening and respond to pressing concerns or asks

8 AM

- Check in with the remote team in another region and time zone
- Hold morning project meeting with immediate team to discuss progress, issues, needs, and other relevant information

9 AM

- Send out communications about the upcoming project needs to a vendor supplying materials
- Follow up with an escalation need presented in the morning meeting

10 AM

- Check in with the team to see if they were able to resolve the issue they faced and brought up in the morning meeting; assist them with capturing any questions for the client
- Update the project schedule and cost files

11 AM

- Help resolve a debate between two team members trying to come to an agreement on work item priority
- Respond to the vendor inquiries on procurement needs planned for phase 2
- Take call from another manager needing input on scheduling conflict

12 PM

- Grab lunch while talking to another project manager to share ideas



# Afternoon

1 PM

- Review some prototypes the team has developed to see if there are any basic requirements they may have missed
- Attend department meeting

2 PM

- Meet with customer and the team to review the prototypes
- Send out notes from the meeting that just ended to the customer, team, and other stakeholders

3 PM

- Respond to emails

4 PM

- Go to the desk of a team member to get more clarification on an email he sent that was not clear and appeared time sensitive
- Follow up on the action discussed with the team member

5 PM


- Pull in a subject matter expert and a few team members to discuss the questions brought up regarding the prototypes
- Update the project dashboard, send out communications regarding the samples needed for the quality assurance team, send reminders of the work items due tomorrow

6 PM

- Take a call from a senior manager regarding resource availability for an activity two week's from now



# Interview with a Project Manager


- “I would say most of my job is spent communicating. Whether it is verbally in conversations, in meetings, or with the team; or written, like emails, reports, schedules, notes, instant messages, and the like. Being able to communicate with those outside of the project succinctly and confidently has helped me become successful.”
  - “Communication skills are so important for a project manager. You are the one who knows most about – or should know the most about – the project. People come to you to find out to learn or get updates on the project. Likewise, you need to communicate with others to ensure you have the most up to date information. So, when I say good communication skills, I am also stressing good listening skills. You must know what questions to ask, who to ask them to, and listen to them. Make sense of them. Put them in perspective. Then communicate back out where possible, whether back to the person to make sure you understood them correctly or onto other people that may need that info – even if it just updating a file or dashboard. Like my mom said, you have two ears, one mouth. You should listen twice as much as you speak.”
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# Interview with a Project Manager

“I would say good traits of the best project managers include being organized and being personable. People like to work with and respond well to people they can connect with. A good PM can make a team or team member feel important, trusted, and needed. They can convey moments of urgency as easily as moments of project zen. Good PMs can interact well with others. For instance, if they yelled all the time and everything was stressful, few people perform well in that toxic, hectic environment. The best PMs can ignite the fire under others, motivate them, and keep them focused on the objectives – long-term and short-term. And also, everything in between.

There are typically so many things going on. So many things that can demand your attention or distract you. Being able to plan out at a high level and down to the lowest levels is key. Having someone to ensure everyone knows what to do, but also help us see why we are doing things or why we should be doing some things over other things, is huge. That ability to see the big picture and yet at the same time see how everyone contributes to that bigger picture is a skill that is taken for granted. PMs can be like the conductor of an orchestra. Then moments later be the parent to help people with issues. Then seconds later be the leader who knows how to disappear into the background to empower others to solve the issues. How some PMs are able to seamlessly navigate this is quite impressive. So I would say those who can facilitate meetings, workshops, and events are project managers you want to seek out.”

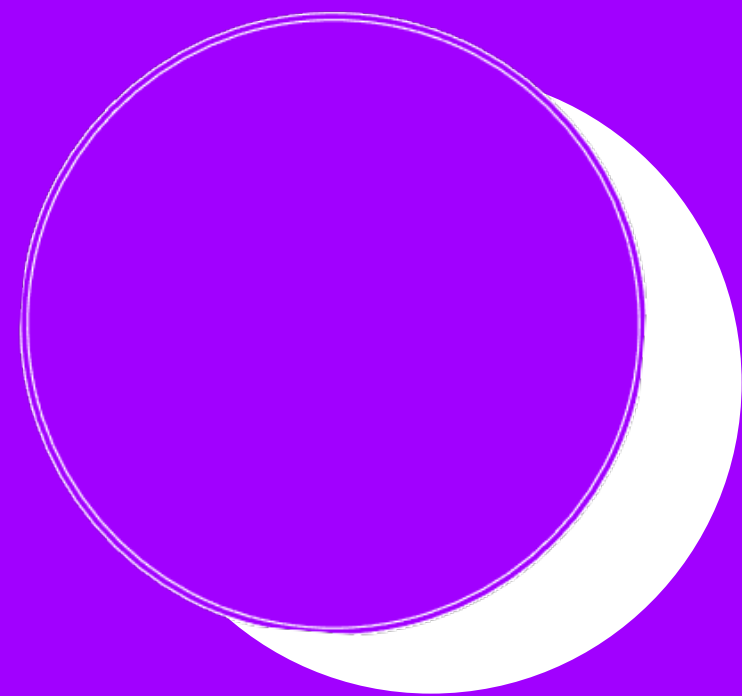






# Summary





Thank you!

ANY QUESTIONS?