



Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?



Does

What behavior have we observed?
What can we imagine them doing?

 See an example

PROJECT MANAGEMENT

Successfully completed is aims

the use of specific knowledge, skills, tools and techniques to deliver something of value to people.

project is complete when it starts working for you, rather than you working for it.project is complete when it starts working for you, rather than you working for it.

analyzing information and making decisions based on evidence rather than intuition or opinion. Project .

Gather complete information

Understand and define all terms

organises, plans, and executes projects while working within restraints like budgets and schedules.

Identifying project goals, needs, and scope.

Ensuring all tasks, deliverables, and project materials are delivered promptly.Ensuring all tasks, deliverables, and project materials are delivered promptly.

keep your project schedules on track, meet the budget, and collaborate with colleagues to ensure everything runs efficiently.

There's a big difference between managing a project and being a PM.

It can be a really fun and rewarding job—for the right person.