**DRAFT: “On the Road” Card statements with TLAs to consider**

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| **NEVER A DULL MOMENT** | | | | | |
| As the project gains momentum, you know that meeting with relevant stakeholders in the business will be essential for a smooth implementation.  What are your essential first steps with these stakeholders regarding this this engagement?  ***Influence***  ***Connect*** | During a customer stakeholder meeting, a key stakeholder shares that the vision you are conveying is not going fit with their culture. This could potentially derail your efforts since she is a main decision-maker.  What will you do?  ***Envision***  ***Connect*** | The customer has just hired the new VP of Digital Products. He is new to the customer’s company and comes with 20 years traditional IT experience. What is troubling to you is the fact he has had little exposure to digital transformation. This new VP is eager to learn and be successful in his new role.  How do you approach your first meeting with him?  ***Connect*** | You have an idea that you think could improve the customer’s core technology. It’s actually not your area of expertise, but your idea could perhaps speed up information gathering which is essential to the product.  What do you do?  ***Innovate***  ***Influence*** | A reorg has forced a decrease to your project by 1/3 from the original budget and a new aggressive schedule is required to compensate. Your Microsoft team needs to address the impact on the scope and schedule.  How would you recommend your team respond?  ***Be Courageous***  ***Innovate*** | You have just learned that the Project Manager on your top priority initiative is unable to meet with you onsite as she has decided to work from home. You are presenting the details of the design and require a focused in-person forum to successfully convey the design.  What do you do?  ***Connect*** |
| **JOKER’S WILD** | | | | | |
| The customer’s CFO arrives 20 minutes late to a critically important, one hour meeting. The first thing she says is, *“What a day! Constant interruptions, my daughter is home sick, and I wasn’t able to review the information you sent.”*  You can’t move forward without her agreement. Now what?  ***Connect***  ***Influence*** | The Project Manager arranged for you and a team member to spend a day with a delivery driver visiting customer plants, including an ice cream plant. You love ice cream and hope for some samples!  The day starts off with the truck driver saying, *“I don’t know why you ended up with me since I know you are trying to take my job away.”*  What do you do and say?  ***Connect***  ***Empower*** | The customer is going through a major re-organization due to changes in their business model. Naturally, everyone is feeling anxious about what this will mean to them, but particularly the IT Dev who has been slow to see the value of digital transformation to enable their strategic initiative.  During a meeting, he turns to you and says, *“I’ve been around a long time, and all this change is really just a waste of time.”*  What do you do and say?  ***Empower***  ***Influence*** | A new stakeholder to your customer engagement wants to evaluate what competitor solutions can bring to their strategic initiative versus Microsoft. She asks what you think about the pros and cons of a few of these competitors.  What do you do and say?  ***Influence*** | You have seen a power struggle developing between Senior leadership and the Board of Directors for the overall direction of your project’s fit with the long-term company strategies. You are asked to present a project status report at the Board of Directors meeting in a week.  What do you do and say?  ***Envision***  ***Be Courageous***  ***Connect*** | You find out that an integrator partner has been having independent side meetings with your customer and may be providing inconsistent technology information.  What do you do and say?  ***Be Courageous*** |
| **BACK AT THE OFFICE** | | | | | |
| One of the reasons the customer chose Microsoft was because they hoped by leveraging MSIT’s Showcase capability, they could learn how stuff really gets done in the Cloud.  You recently met someone in MSIT who would be ideal to talk with the customer.  What is your approach with your MSIT contact to engage on this customer Showcase?  ***Influence***  ***Connect*** | You just met with an executive from an external company who wants to partner with Microsoft sales and co-sell opportunities to his company’s customer.  You agree that would be great for both his company and Microsoft but your sales regional manager has never heard of his company and is concerned about the details of the request.  How do you approach this meeting with your sales regional manager?  ***Envision*** | You are finding that a customer and Microsoft have very different corporate cultures. While Microsoft is about inclusion and actively seeking out other perspectives, the customer is structured in organizational-silos and sees no reason to include other perspectives.  You are in a meeting with the CIO and your efforts to broaden the audience are being met with resistance. In fact, the CIO has just said, “Let’s move on. We know what our stakeholders want and how to best to get it done.”  Now what do you do?  ***Innovate***  ***Envision***  ***Be Courageous*** | The customer has once again failed to execute on an integration project milestone. These failures are affecting Microsoft’s overall shared goals and delivery schedule. You are getting ready to call Microsoft’s delivery Project Manager to discuss the pattern.  Now what do you do?  ***Connect***  ***Be Courageous*** | You are working with one of the customer’s architects who is considered very influential and innovative but, rather a “lone wolf.” You know she believes in digital transformation, but pushes back when asked to evangelize the message to others in their IT department.  The status meeting just ended, so you ask her to join you for a cup of coffee. She agrees.  Now what do you do?  ***Empower***  ***Influence*** | Your manager has asked you to assist another customer this week due to the high demand of your skill set. You already know you need to work this weekend to complete your existing customer’s requirements and now you have this additional customer to assist.  Now what do you do?  ***Be Courageous*** |