There are a few things that the project manager can do to improve the project/scoping meeting. The first is to understand the requirements from the beginning of the meeting. As the meeting goes on, the requirements and end goal of the project ends up changing. This is ok if the project requirements from the start are unobtainable, but the requirements go from unrealistic to unrealistic throughout the meeting. The second is to take faith that your expert is telling the truth and that their information is correct. When the expert advises that what they are saying is unrealistic and not possible, the manager instead pressures them to try and complete the customer’s requirements. The requirements were completely unobtainable, and the manager should trust their expert in what they are saying on the topic. The project manager can also break the project into smaller steps for the expert to explain how each section will work or not work. Breaking the project into steps also allows for different experts in different fields to weigh in on the discussion and help explain the possibilities to the manager and the customer.

The customer’s company/product is unique in that they are trying to tackle multiple fields for their company to grow in through one project. They believe that if they can complete this specific project, it will help them grow while also increasing brand loyalty.

The stakeholders of the meeting are the customer, the customer’s company, the project manager, and the project manager’s company. The customer’s designer has the possibility of adding clarity to the scoping process, but she ends up only making it more confusing/convoluted for the expert.

I think I would require the information on timeline, budget, available personnel, and detailed requirements. The boss of the expert’s company gives a suggestion that maybe they could use blue ink. If they could switch the ink, why can it not be switched to red? The requirements are not thorough enough for the scope to be complete.