

**PROJECT MANAGEMENT INSTITUTE
WESTERN AUSTRALIA CHAPTER**

MAKING PROJECT MANAGEMENT INDISPENSABLE FOR BUSINESS RESULTS

NEXT CHAPTER MEETING

9 Mar 2011 @ 6pm
City West Function Centre
45 Plaistowe Mews
West Perth, WA 6005 [[map](#)]

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Newsletter Content
Member contributions are
most welcomed. Contact the
Editor!

WA Membership Survey

The PMI WA Annual Member Survey 2011 is now underway. The survey is an opportunity PMI WA members to put forward their views on how the Chapter is being run and will form part of the strategic planning for the future. This year, members who complete the survey will also be entered into a **prize draw** to win a fantastic package consisting of **two tickets** for the Western Australian Symphony Orchestra (WASO), plus High Tea and an overnight stay for two at the Duxton Hotel.

Request For Tender - PMP & CAPM Training

The PMI WA Chapter is seeking responses for the delivery of PMP and CAPM Exam Preparation Training. A Request For Tender will be released on **9 Mar 2011** with responses due on **30 Mar 2011**.

This is a strategic move by your Board to ensure consistency with delivery and frequency PMP and CAPM Exam Preparation Training. Please contact me, your Certification Director for a copy of the Tender documents.

It will be available from 9 Mar 2011.

Brett Anderson PMP
Certification Director
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Women In Project Management

Has the number of women in project management grown? What about their average salaries? Are there certain regions of the world that offer the best opportunities for female project managers?

Find out what PMI Project Management Salary Survey - 6th Edition uncovered.

Click this URL <http://pdu.pmi.org/features/women.html>



Show Some Appreciation

By **Margaret Meloni** MBA, PMP
www.pducast.com, www.margaretmeloni.com

Everything was fine, or so you thought. Out of the blue one of your team members just snapped. This was really surprising since this person is generally easy going, friendly, people oriented and very accommodating. You watched in horror as this person sat in your team meeting and went from active participation to silence to contributing sarcastic barbs.

Wow, what happened? This team member just completed a significant deliverable. Shouldn't she feel relaxed and happy? The very first item on today's meeting agenda was to discuss her status.

Oh, wait just a minute. Did you simply note her deliverable as completed or did you take a minute to thank her? Some people are not just motivated by salary, advancement and challenging opportunities. Some people receive more value from positive reinforcement and recognition than they do from a monetary reward. Money comes and goes and has no meaning in itself but is valued only for what it can buy. Praise, on the other hand, stays in a person's memory and continues to bring pride and pleasure for years.

At their best, a person who is motivated by appreciation can be creative, warm and charismatic. They can be very clear communicators. Other people will be drawn to them and they frequently play the role of team peace keeper. They like to help people, not only for the thanks they get but because it fulfills them to make someone happy or help someone meet a deadline.

If a person who needs to feel appreciated believes that appreciation is not forthcoming, they will become disgruntled. The first time they feel unappreciated they may shrug it off, thinking they'll be complimented or thanked in the future or when they finish the next deliverable. When that appreciation still isn't expressed, they begin to feel hurt and that hurt turns into resentment. They may internalize hard feelings until they burst forth in big dramatic ways, usually much to their horror. The embarrassment of an outburst just feeds their resentment. They may allocate their time and attention to areas where their need for appreciation is fulfilled. They will not be motivated to do their best on your project because you apparently don't value their work.

Some people will let you know that they need appreciation. These are the people who complete something, tell you about it and then when you do not say 'Thank you' they say 'And by the way you are welcome!' Not everyone will be so obvious. Most people feel that if they have to solicit appreciation, it's not sincere and therefore invalid. If you are in the habit of expressing thanks to your team, you may never have an issue; if you are not in the habit of expressing thanks to your team you may have a problem. People don't get fulfillment merely from doing a job well, but from the recognition of their efforts and praise for their skills.

Maybe you're not good at expressing your appreciation to your employees. Do you get flustered or feel shy when you start to thank someone for a job well done? Verbal appreciation is always appreciated, especially when it's given in public where everyone can hear it, but if you're not comfortable with that you can be inventive. A written memo of thanks is a powerful motivator, something the recipient can proudly show their co-workers or family. A letter of commendation in their personnel file is another excellent way of showing appreciation and again, they will receive a copy. Appreciation of this type is also something that they can use to complement their resume.

Another way to show appreciation for a job well done is a small gift if your budget allows. A gift certificate for a car wash or a free dinner is always welcome. Some managers show their appreciation with motivational pins shaped like stars or other items of significance, awarding them for jobs well done. At some firms you can see employees proudly wearing such awards and the more of them they have the more valued they feel.

Even if you personally do not crave appreciation, remember that others do, it never hurts to say 'Thank you'.

Summary

The best way to keep a team member motivated is to show him appreciation for a job well done. This validates his worth in the organization. Some people receive more value from positive reinforcement and recognition than they do from a monetary reward. Even if you personally do not crave appreciation, remember that others do, it never hurts to show appreciation for a job well done with a simple thank you, a letter of commendation and/or if budget permits, a small gift. Remember, praise stays in a person's memory and continues to bring pride and pleasure for years therefore keeping your team member's loyalty to the organization.

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