



PROJECT MANAGEMENT INSTITUTE WESTERN AUSTRALIA CHAPTER

MAKING PROJECT MANAGEMENT INDISPENSABLE FOR BUSINESS RESULTS

NEXT CHAPTER MEETING

11 Sept 2013 @ 6:00pm
City West Receptions, 45
Plaistowe Mews, West Perth,
WA 6005

IN THIS EDITION

September Professional
Development Workshop
18 Sept 2013

With Hazel Wemper

NEW Insurance
facility for Project
Managers from
Perrymans

What's On
August/September 2013

Get SET for Project
Control

Delwyn Ooi PMP

GENERAL

[Webcast](#)

Chapter Meeting
Will Earn You PDU's

Events, Events, Events
Read about it [here](#)

Newsletter Content
Member contributions are
most welcome.
[Contact](#) the Editor!

- Next Chapter Meeting -

The August Chapter Meeting featured a presentation from Dr Louis Taborda about Building a Portfolio Execution Strategy. September details to be released soon. [[Book Now](#)]

Transport note.

The venue is close to the CityWest train station and free city bus services are proposed for mid 2013. [Read more](#). The yellow and green CAT will service this area. [See the map](#).



- 19th Annual PMI NZ Conference -

The Project Management Institute of New Zealand is pleased to announce that the Deputy Prime Minister and Minister of Finance Hon Bill English will be speaking at the 19th Annual National Project Management Conference in Auckland on the 11th September 2013.

Hon Bill English will be one of the Keynotes speaking on the opening morning of the Conference, being held at the Rendezvous Grand Hotel in Auckland. Over 350 Project Management professionals are expected to be in attendance to hear the Minister talk about the economy, the importance of the Project Management profession and the significant role it plays in New Zealand, and particularly the Christchurch Rebuild.

More details of the conference can be found on www.pminzconference.com

- Next Professional Development Workshop -

The August PMI workshop was presented by Louis Taborda of The Alinement Network, and its focus will be the management of agile projects in a multiple project environment.

The September workshop features Hazel Wemper of Headworks Consulting. This workshop's focus will be on relationships and making them more productive. As a project manager the effectiveness of your relationships with other people has a large bearing on your ability to get your project done. Improve your team relationships by learning which behaviours damage and which behaviours build positive influence. [[Book Now](#)] September 18, 2013

What's On: August / September 2013

Enter these dates in your calendar now before your schedule fills up:

- 28 Aug 2013 Project Management Toastmasters (Woodside Plaza)
- 11 Sept 2013 Project Management Toastmasters (City West)
- 11 Sept 2013 WA PMI Chapter Meeting [[Book Now](#)]
- 18 Sept 2013 WA PMI Professional Development Workshop [[Book Now](#)]



PMI Australia Conference 2014—Melbourne



Following the success of the inaugural PMI Australia Conference in Sydney the Australian PMI Chapters have collaborated to present a second conference to be held in Melbourne in 2014. Taking up the mantle from its predecessor, the Melbourne conference will build on the platform provided for professionals, academics and community representatives to share knowledge, experience and professional camaraderie; whilst once again recognising and acknowledging professional excellence via the PMI Australia Annual Awards.



Keep in touch with the latest news about the PMI Australia Conference via social media channels by clicking the appropriate icon (left) to make sure you don't miss anything.

REMINDER—Professional Risks Insurance Facility for PMI Members



Perrymans is pleased to announce the launch of the **NEW Professional Risks Insurance Facility for PMI Members**.

The facility is for PMI Project Managers who are seeking a competitive insurance facility and who work in various industry sectors including: Construction and Allied Professions, Business Services and IT. The facility provides cover for Professional Indemnity and Public Liability.

Perrymans have been advising, arranging and developing covers for Project Managers and the Project Management industry for more than 20 years and are widely considered an expert and leading insurance broker in this industry sector.

The extension of the facility has arisen as a direct result of contact from PMI members to Perrymans seeking not only an insurance broker/advisor that understands what they do, but also offering an insurance facility with additional benefits for them.

Please visit [Perrymans](#) online and complete the 'Enquiry Today' section or phone our office to speak with a member of our team. Alternatively you can also refer to your local PMI Chapter [website](#) for access.

- Get SET for Project Control -

Delwyn Ooi is a PMP certified project manager with over ten years of experience in the Information Technology industry. He has worked with several small and large companies in Australia and Singapore and specialises in leading technology projects.

Here he talks about how to manage Stakeholders, Expectations and Teams in order to gain, and remain, in control of your next project.

"The closest to being in control we will ever be is in that moment that we realise we're not." - Brian Kessler

Your first million dollar project is due to launch in two hours, when the customer calls in to request a major change in scope that will delay the project launch by many weeks.

Meanwhile, the project team is still rushing bug fixes. Will you start panicking? Or are you in control of all your projects?



Many a time as project managers, we manage multiple projects daily, handling different customers, teams and sometimes external vendors. Every detail inside our project tools and techniques - from scope of work to bar charts to communication plans and procurement documentations - is what keeps us feeling *in control* of every project. We get so involved in being good project managers that we make absolute certain to be in the know of everything project related. Should anything slip between the cracks, we go all out to track the cause and source of that miscommunication gap and fix it. We do all these not just because we want the project to run smoothly, but also to give our stakeholders the confidence that we're doing our job the best that we can. Because we are the project manager - anything affecting our project is our responsibility...hence we feel the need to be in control. But is control *always* a good thing?

"Control your own destiny or someone else will." - Jack Welch

Consider Jack Welch's statement in relation to project management: If you do not control your project resources, another project will utilise them. If you do not control your project schedule, a delayed task will impact your overall timeline. If you do not control your project budget, your

stakeholders will attempt a cost overrun. Project control is therefore, in such context, a crucial element of your project's destiny which keeps it on-track, on-time and within budget.

But how much control is enough? Too much control is time-consuming; too little control runs project risks. To curb this dilemma, consider applying the 3 key controls for your next project - Stakeholders, Expectations and Team (**SET**).

STAKEHOLDERS

Make it a point to include all stakeholders involved throughout each project. Not just during the initiation phase where project requirements are gathered and scope of work signed off, but throughout the *entire* project execution. Imagine that your team gold-plated a technical portion of a software project to improve processing speed. You casually approved it without stakeholder input since it sounded like a positive change, below the surface (invisible to the stakeholder) and has *no* impact to the approved user interface. A few months after the software is launched, a major glitch occurs because of the undocumented change. Your stakeholders jump at you, you panic and look for your project team, only to realise they are no longer with the company. While it is easier said than done, the backlash of missing out stakeholders at any step during a project could have disastrous effects. Ensure stakeholder communication and control at all times.



Get SET for Project Control... (continued)

EXPECTATIONS

Perhaps the most daunting task of every project manager is to control the expectations of *all* stakeholders. Not just with your customers, but also the internal team, vendors and sponsors. Clearly define the scope of the project: deliverables list, statement of work, requirements documentation and many other tools can help achieve clarity. Not sure how often to provide a status report? Consider communications as an objective requirement - ask your customers how often they would like to see the report. Some customers are satisfied with monthly reports, while others prefer to know the progress each week. Faced with a situation of a schedule slip? Do not keep silent and hope things will get better later on, because it usually won't. Instead, you should warn the customer as soon as possible, explain the issue and suggest alternatives such as a revised delivery date or establish delivery in phases. Since you were not able to meet their requirements, at least you modified their expectations. Keeping all stakeholders involved throughout the project maintains their expectations and allows them to regard the project as partly theirs. Such control significantly improves the success rate of your project.

TEAM

Managing the team involves both internal staff and external subcontractors assigned to the project team. Meet with individual team members to assign work packages and responsibilities. Share with team leaders weekly on experiences, concerns and problems. Conduct routine interactions among team members to communicate project information and monitor team morale. Find opportunities to motivate the team. At the end of each major project phase, perform team performance reviews. Team control is crucial to any project's success. Recognise success by rewarding members with formal recognition or awards for their contributions. If no such review or reward policies exist, even informal praise will go a long way.

In conclusion, I hope you find the above **SET** of controls useful for your next project. It not only guarantees adequate stakeholder satisfaction and happiness, but also ensures you're not over-

controlling your project. Being in control is



definitely a good thing, but make no mistake - the last designation you'll need as a project manager is to be labelled a *control freak*.

Why not join in on the [discussion](#) taking place via our LinkedIn Group?



Is there something you'd like to share with your peers? [Let us know](#)