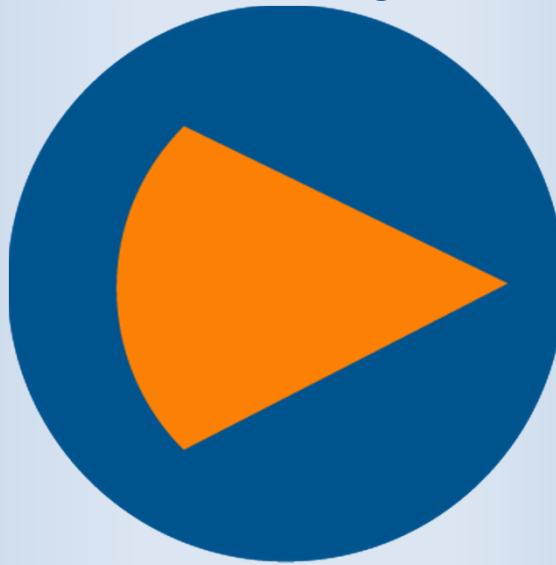


# Fundamentals of Project Management



## Influencing 101

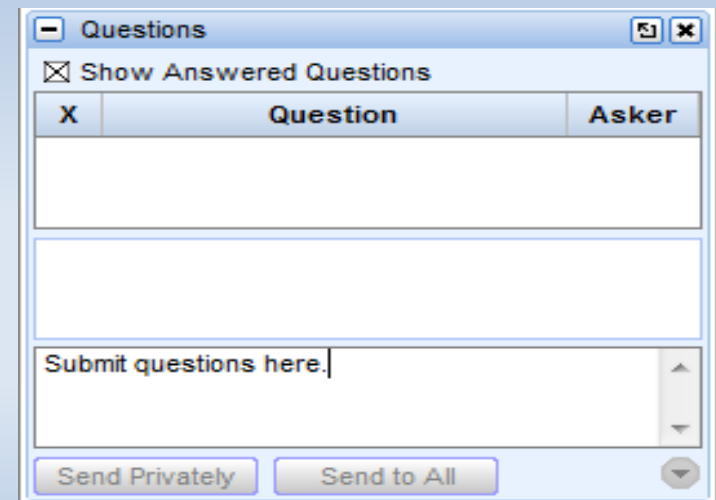
**PROJECT**insight®

Project & Portfolio Management Software

Initiate Project Intelligence®

## Things to Know...

- ▶ All participants will be on mute.
- ▶ Questions are welcome.
- ▶ Use the question box to ask questions.
- ▶ PM training is valid for 1 PDU
- ▶ Must be in attendance
- ▶ PDU certificate sent by the end of the week



A screenshot of a web-based 'Questions' window. The window has a title bar with a minus sign, the word 'Questions', and maximize and close buttons. Below the title bar is a checkbox labeled 'Show Answered Questions' which is checked. Underneath is a table with three columns: 'X', 'Question', and 'Asker'. The table is currently empty. Below the table is a large text input area. At the bottom of the input area is a label 'Submit questions here.' followed by a cursor. At the very bottom of the window are two buttons: 'Send Privately' and 'Send to All'. There is also a small dropdown arrow on the right side of the bottom of the window.

X	Question	Asker
---	----------	-------

Submit questions here.

Send Privately Send to All

# Moderator

**Denise Rodriguez**

Project Insight

*Marketing*

[Denise.Rodriguez@projectinsight.com](mailto:Denise.Rodriguez@projectinsight.com)

[www.projectinsight.net](http://www.projectinsight.net)



# Presenter

**Diane C. Altwies, MBA, PMP**

CEO, Core Performance Concepts Inc.

*Training in project management,*

*PMP® and CAPM® certification, leadership,*

*business analysis, agile and six sigma*

[daltwies@cpconcepts.net](mailto:daltwies@cpconcepts.net)

[www.coreperformanceconcepts.com](http://www.coreperformanceconcepts.com)

*PMP® and CAPM® are registered trademarks of the  
Project Management Institute*

© 2014 Core Performance Concepts Inc.



**PROJECT insight®**  
Initiate Project Intelligence®  
Initiate Project Intelligence®

# Presenter

**Janice Y. Preston, MBA, CPA, PMP**

COO, Core Performance Concepts Inc.

*Training in project management,*

*PMP® and CAPM® certification, leadership,*

*business analysis, agile and six sigma*

[jypreston@cpconcepts.net](mailto:jypreston@cpconcepts.net)

[www.coreperformanceconcepts.com](http://www.coreperformanceconcepts.com)



**PROJECT insight®**  
Initiate Project Intelligence®

*PMP® and CAPM® are registered trademarks of the  
Project Management Institute*

© 2014 Core Performance Concepts Inc.

# Presenter

**Kristine Hayes Munson, PMP, CIA**

State Street Bank

*IT Risk & Compliance • Project Leadership •*

*Project Management & Leadership Training*

[kahayesmunson@statestreet.com](mailto:kahayesmunson@statestreet.com)



*PMP® and CAPM® are registered trademarks of the Project  
Management Institute*

© 2014 Core Performance Concepts Inc.

**PROJECT**insight®  
Initiate Project Intelligence®

## *Poll:* Influencing

- ▶ Who do you have the most difficulty influencing?
  - Team members
  - “Occasional” team members
  - Sponsor
  - Senior management



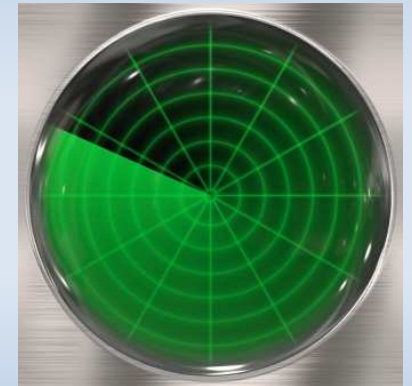
# Goals of the Fundamentals Series

- ▶ Deepen your understanding of fundamental project management concepts
- ▶ Identify tools and techniques that can be implemented to manage projects more effectively
- ▶ Discover practical applications for your existing projects
- ▶ Use project management software more effectively



# Objectives of the Webinar

- ▶ At the end of this webinar, you will be able to:
  - List the characteristics of good influencers
  - Describe the importance of building a network of contacts.
  - Identify ways to build influence



# The Importance of Influence

- Critical in functional & matrix organizational structures; necessary in others
  - Projects are temporary
  - Outside regular hierarchy
  - PM has limited authority over team members' pay, performance evaluation, promotion



## The Importance of Influence (cont.)

- ▶ Important in obtaining
  - Information
  - Buy-in and agreement
  - Resources
  - Commitment
  - Approval or sign-off
  - Completion of project deliverables
- ▶ Important in dealing with stakeholders





## Quote

*You can have everything you want by helping other people get what they want.*

■ Zig Ziglar

## Question for *You*



*Please submit your ideas  
through the question box*

- ▶ How have you successfully influenced others within your organization?

# Characteristics of a Good Influencer

- Builds networks
- Cooperates with others
- Approaches others as equals
- Listens
- Identifies shared interests
- Describes benefits
- Closes the deal

# How Do You Build Influence?





## Quote

*The fundamental basis for getting what you need will rely, as it always has, on exchange – giving something in return for something you have requested.*

■ Tom Kendrick



# Prepare



- ▶ Know the big picture
  - Understand the relationship between your project and the big picture
- ▶ Avoid fire drills
  - *Lack of preparation on your part does not constitute an emergency on mine.*
- ▶ Understand your project's real priority

## Prepare (cont.)



- ▶ Develop a reputation for adding value
  - *You own your character.*
  - *Your reputation is owned by others.*
- ▶ Make notes on people you meet and want to meet
- ▶ Build relationships with individuals
  - Network! Network! Network!
  - Find a mentor or coach

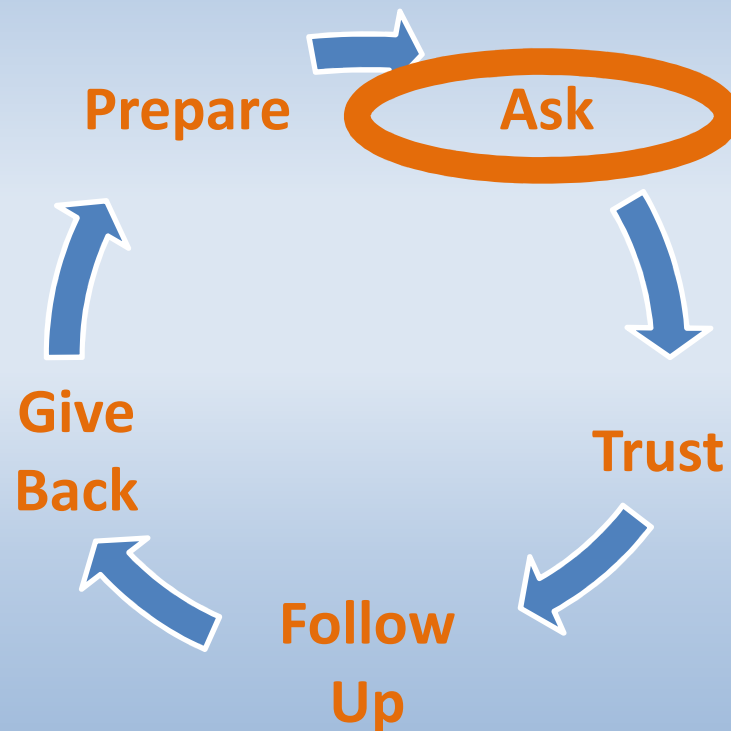
## Question for You



*Please submit your ideas  
through the question box*

► How can you make  
time to network?

# How Do You Build Influence?

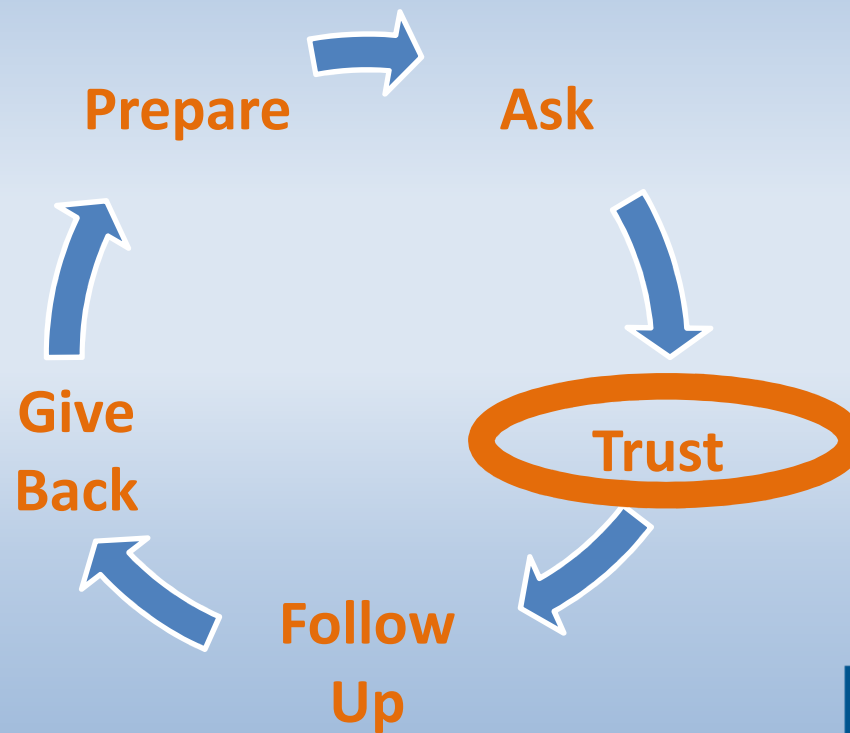


# Ask

- ▶ Know what you need and ask for it
  - Ask the right person at the right time
- ▶ Be respectful of others'...
  - Time
  - Communication style
  - Schedule
  - Personal “spot”



# How Do You Build Influence?



# Trust



- ▶ Trust the **right people** want to do the **right thing** at the **right time**
- ▶ Final decision may be different than you wanted
  - OK to disagree
  - Remember, each person has different knowledge
- ▶ *It's not personal. It's just business. (The Godfather)*
- ▶ Unable to trust? Time to leave?

## Question for You



- ▶ How do you know you can trust someone?

*Please submit your ideas  
through the question box*



# How Do You Build Influence?

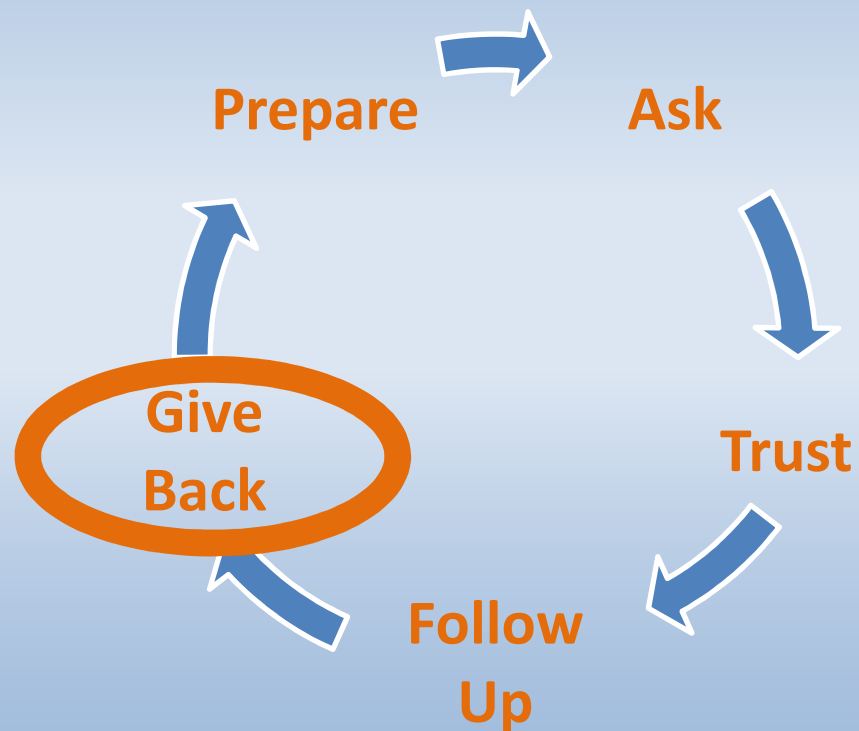


# Follow Up

- ▶ Stay connected
  - Review your notes
  - Use a calendar reminder & touch base every 6 – 10 weeks
- ▶ **Celebrate success!**
- ▶ Recognize the contribution of others
  - Send handwritten thank you notes
  - Remember birthdays
  - Tell the whole world about their contribution
- ▶ Keep *[insert name]* happy!



# How Do You Build Influence?



# Give Back

- ▶ Honor the commitments you make with others
- ▶ Be generous and pay it forward
- ▶ Think about how you can help the other person
  - Make an introduction
  - Brainstorm ideas
  - Provide a referral
  - Have fun!
- ▶ Don't expect payback



## Review

- ▶ What are the characteristics of good influencers?
- ▶ Describe the importance of building a network of contacts.
- ▶ What are ways to build influence?
- ▶ *Questions & Answers ???*

## Compare Yourself to Your Peers



- ▶ *Want to know how you measure up to others in project management?*
  - Use the link distributed to all participants on Monday following the session to **answer 10 questions** about today's topic.
  - Receive a **summary of responses** so that you can compare yourself to your peers.

# 2014 Fundamentals Webinar Series

## ► The 2nd Wednesday of Every Month

- 8:00 am Pacific Time

## ► Topics

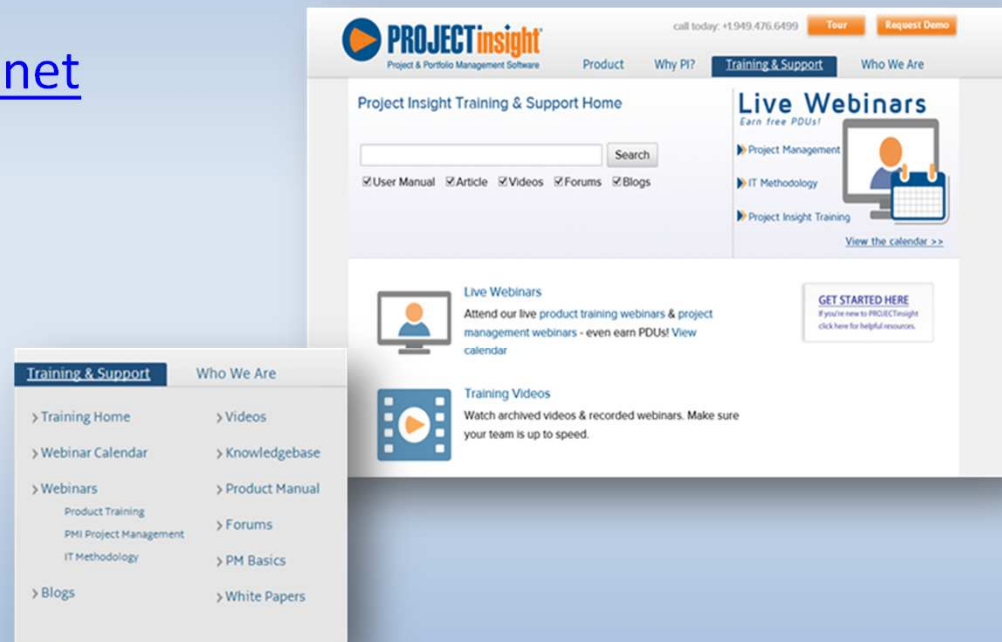
- Sept 10 – Influencing 101 (NEW!)
- Oct 8 – Lessons Learned Basics (NEW!)
- Nov 12 – Requirements Tools & Techniques (NEW!)
- Dec 10 – Difficult Conversations

# Register Ahead of Time

▶ Go to [www.projectinsight.net](http://www.projectinsight.net)

▶ 2 ways to register:

- Training & Support
- Project Insight Calendar





## Earn PDUs

- ▶ You will automatically receive your PDUs certificate via email after the webinar
- ▶ For further questions: [Denise.Rodriguez@projectinsight.com](mailto:Denise.Rodriguez@projectinsight.com)
- ▶ Earn 1 PDU for each webinar session attended
- ▶ To register your PDUs go to [www.pmi.org](http://www.pmi.org) and login as a member of PMI to record continuing education
- ▶ Select **Category B – Continuing Education**
  - Input start and end dates
  - Hours completed: 1
  - Provider name: Core Performance Concepts Inc.
  - Phone number: 949-859-7004
  - URL: [www.coreperformanceconcepts.com](http://www.coreperformanceconcepts.com)
  - Email address: [info@cpconcepts.net](mailto:info@cpconcepts.net)

# Join us!

## ► Follow us



Twitter @projectinsight



LinkedIn

## ► Like us



Facebook

[www.facebook.com/projectinsightpmsw](http://www.facebook.com/projectinsightpmsw)

## Learn more...

### Core Performance Concepts

► Contact us

- +1 (800) 655-0733
- [info@coreperformanceconcepts.com](mailto:info@coreperformanceconcepts.com)

► Request info:

[www.coreperformanceconcepts.com](http://www.coreperformanceconcepts.com)

### Project Insight

► Schedule a customized demo today!

- +1 (949) 476-6499 x3
- [info@projectinsight.net](mailto:info@projectinsight.net)

► Request info

- [www.projectinsight.net](http://www.projectinsight.net)

# Project Insight Community

- ▶ Sign up for more!
- ▶ Read the blogs
- ▶ Check out the videos
- ▶ PM training
- ▶ IT Methodology
- ▶ Product training

