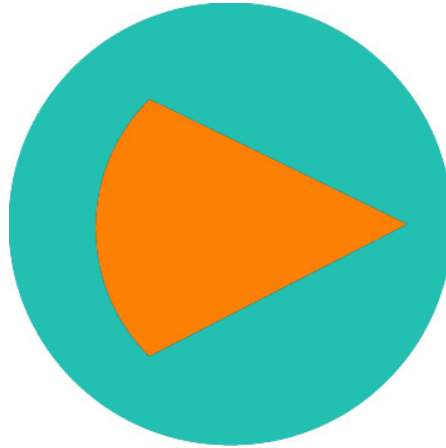


Project Management Webinar



Coaching Other Project Managers

PROJECTinsight[®]

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 for full session
- ▶ PDU certificate sent by the end of the day
- ▶ Recording and slides sent by tomorrow

Moderator



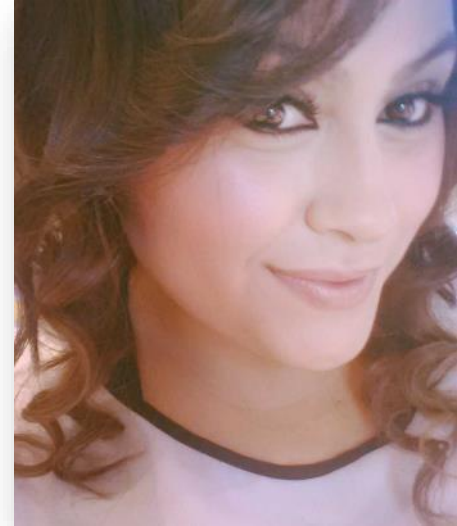
Denise Rodriguez

Project Insight

Marketing

Denise.Rodriguez@projectinsight.com

www.projectinsight.net





Schedule a customized demo today!

- +1 (949) 476-6499 x3
- info@projectinsight.net
- Request info: www.projectinsight.net

Presenter



Diane C. Buckley, MBA, PMP

CEO, Core Performance Concepts Inc.

*Training in project management,
PMP® and CAPM® certification, leadership,
business analysis, agile and six sigma*

dbuckley@cpconcepts.net

www.coreperformanceconcepts.com

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



Presenter



Brenda Williams

Founder and CEO, Academy For Leadership

Communication

Board Certified Coach

www.academyforleadershipcommunication.com

brendawilliams@yourcoachingsolution.com

714-283-1186



Coach, Professional Speaker



Coaching Other Project Managers

Epiphany!

People don't do what
they don't want to do.



The Best...

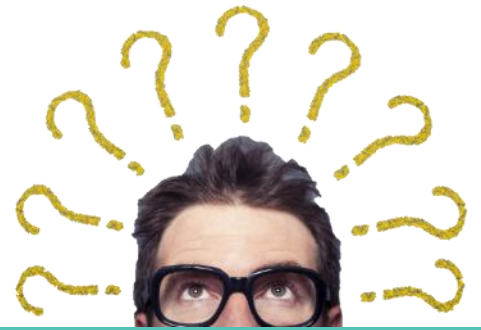
- Close projects
- Manage the budgets
- Ensure that the project delivers the expected value
- Overcome the tactical mindset
- Make decisions



Personality vs Work Style

E S T P Pragmatists who love excitement and excel in a crisis. 1. Detective 2. Banker 3. Investor 4. Entertainment agent 5. Sports coach	I S T P Straightforward and honest people who prefer action to conversation. 1. Civil engineer 2. Economist 3. Pilot 4. Data communications analyst 5. Emergency room physician	E S F P Lively and playful people who value common sense. 1. Child welfare counselor 2. Primary care physician 3. Actor 4. Interior designer 5. Environmental scientist	I S F P Warm and sensitive types who like to help people in tangible ways. 1. Fashion designer 2. Physical therapist 3. Massage therapist 4. Landscape architect 5. Storekeeper
E N T J Natural leaders who are logical, analytical, and good strategic planners. 1. Executive 2. Lawyer 3. Market research analyst 4. Management/Business consultant 5. Venture capitalist	I N T J Creative perfectionists who prefer to do things their own way. 1. Investment banker 2. Personal financial adviser 3. Software developer 4. Economist 5. Executive	E N F J People-lovers who are energetic, articulate, and diplomatic. 1. Advertising executive 2. Public relations specialist 3. Corporate coach/Trainer 4. Sales manager 5. Employment specialist/HR professional	I N F J Thoughtful, creative people driven by firm principles and personal integrity. 1. Therapist/Mental health counselor 2. Social worker 3. HR diversity manager 4. Organizational development consultant 5. Customer relations manager

Who is This Person?



- Executes/completes the tasks they commit to
- Knows what is important to the organization and interested in the overall success of the organization
- Willing to roll up their sleeves when needed (not overused)
- Wants to deliver a quality product

First Assess Yourself



What are your triggers?

- How Do You Respond To People That Will Not Get On the Band Wagon?
- How Long Can You Play Nice Before You React To The *“Difficult People”*?

Tools You Can Use

Name it to Tame it: Building Emotional Self-Awareness

Anxious	Energetic	Manipulated	Stressed
Apathetic	Enthusiastic	Mean	Strong
Appreciative	Envious	Misunderstood	Stubborn
Apprehensive	Exhilarated	Motivated	Stuck

Building Emotional Self-Awareness

Tools You Can Use

Name it to Tame it:

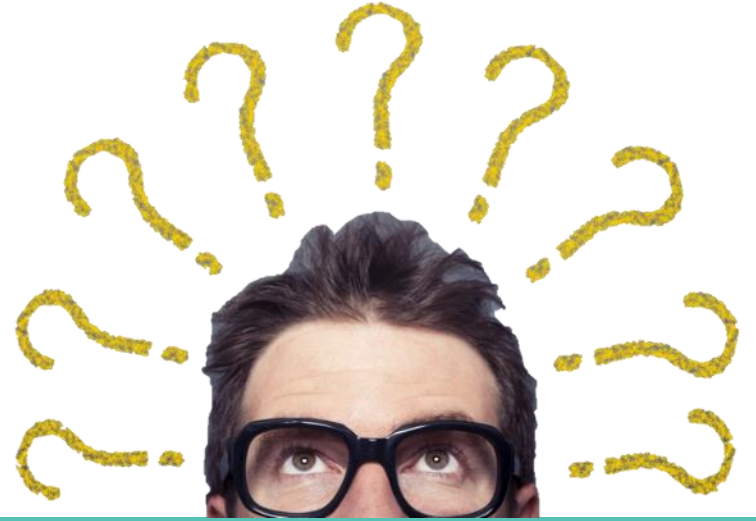
Trigger	What I Feel in My Body	My Self Talk	My Reaction (What I Do)	How I feel After I react	Damage Done	A Better Response	How I'll Feel Then
---------	------------------------------	-----------------	----------------------------------	--------------------------------	----------------	----------------------	-----------------------

Coaching vs Consulting

- One school suggests that the person being coached has all the answers. We just help them find that answer. We are a facilitator.
- The other school of thought suggests that we have an obligation to share some of what we have already learned. We are more of a partner in the coaching process.
- For our purposes here today, coaching is based on a partnership that involves giving both support and challenging opportunities to employees.



Question for you...



Which style do you use most often?

- When would it be convenient to use coaching?
- When would it be convenient to use consulting?

Interpersonal Communication Skills

- The ability to praise sincerely
- The ability to understand what another's job entails
- The ability to be trusted
- The ability to be warm and friendly
- Honesty
- Freedom to disagree



Critical Coaching Skills

Helping Skills

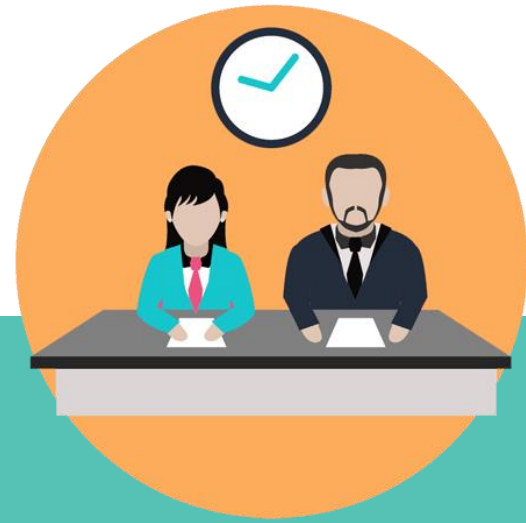


- Give your employees some problem solving tools, such as determining pros/cons of various options.
- Ask them to identify options and make a recommendation as to which option they favor, and then analyze the consequences of each option.
- Become good at asking questions/probing.
- Stay open-minded if their ideas aren't your ideas.

Critical Coaching Skills

Mentoring Skills

- Find ways of introducing them to other people in the organization.
- Arrange for them to sit in on meetings that would be of interest to them, when appropriate.
- Help them find other mentors in areas where you have very little knowledge and they have interests.
- Talk about their future with them so you can learn more about what they want to do and help them see opportunities for getting there.
- Keep your eyes open for positions they might be interested in applying for.



Critical Coaching Skills

Teaching Skills



- If I find myself often in a teaching position and I'm not very good at it, I might want some training in teaching skills.
- Be patient.
- When they make mistakes, use these as learning opportunities for the employee.
- Encourage them to try their new skills at every opportunity.

Critical Coaching Skills

Challenging Skills



- Remember that my role as a coach is to help an employee reach their potential.
- Be certain I'm clear in my own mind what I expect my employee to do and then discuss those expectations with the employee.
- Spend a little time with the employee so I have a better sense of progress.
- Help them set SMART goals and put a plan in place for reaching these goals. Make them accountable.

What do they LOVE to do?



Mistakes Management Makes

- Overwork
- Not recognizing contributions and rewarding good work
- They don't care
- They don't honor their commitments
- They hire & promote the wrong people
- They don't let people pursue their passions
- They fail to develop people's skills
- They fail to engage their creativity
- They fail to challenge people intellectually

How should you lead?



Eliminate
Noise



Coach &
Mentor



Support

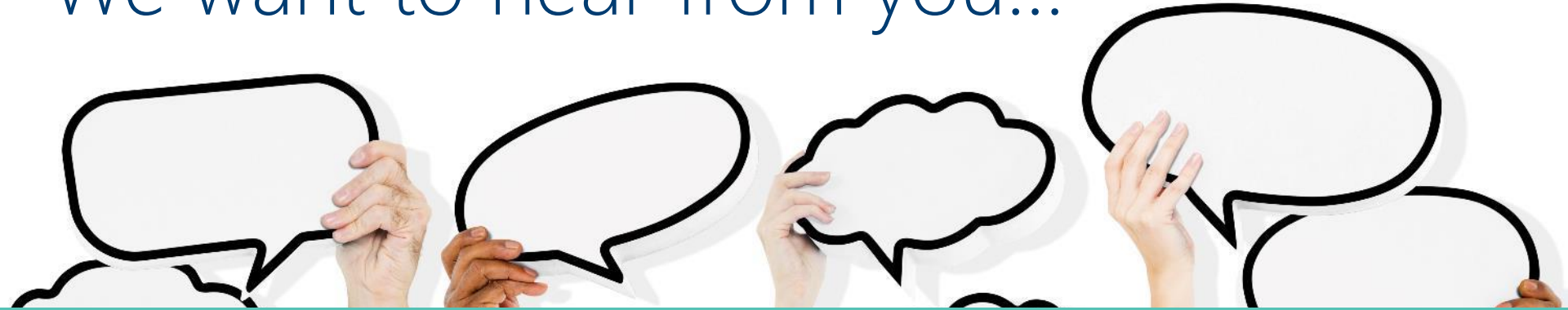


Align
compensation to
organizational
goals

Your Responsibility

- Make sure YOU are happy with what you are doing
- Take some assessments
- Be honest with your skills and what you can and want to do
- Assess if it fits the role you play
- Ask if your team is happy with what they are doing
- Understand their needs and desires
- Build trust so that your team will open up to you
- Don't be afraid to have the discussion with the person that needs coaching

We want to hear from you...



- Give us your problem...
 - An example of where you have struggled getting good performance out of a team member
 - An example of where you felt your approach didn't work so well
- Panel to provide ideas for managing without authority

Any Questions?

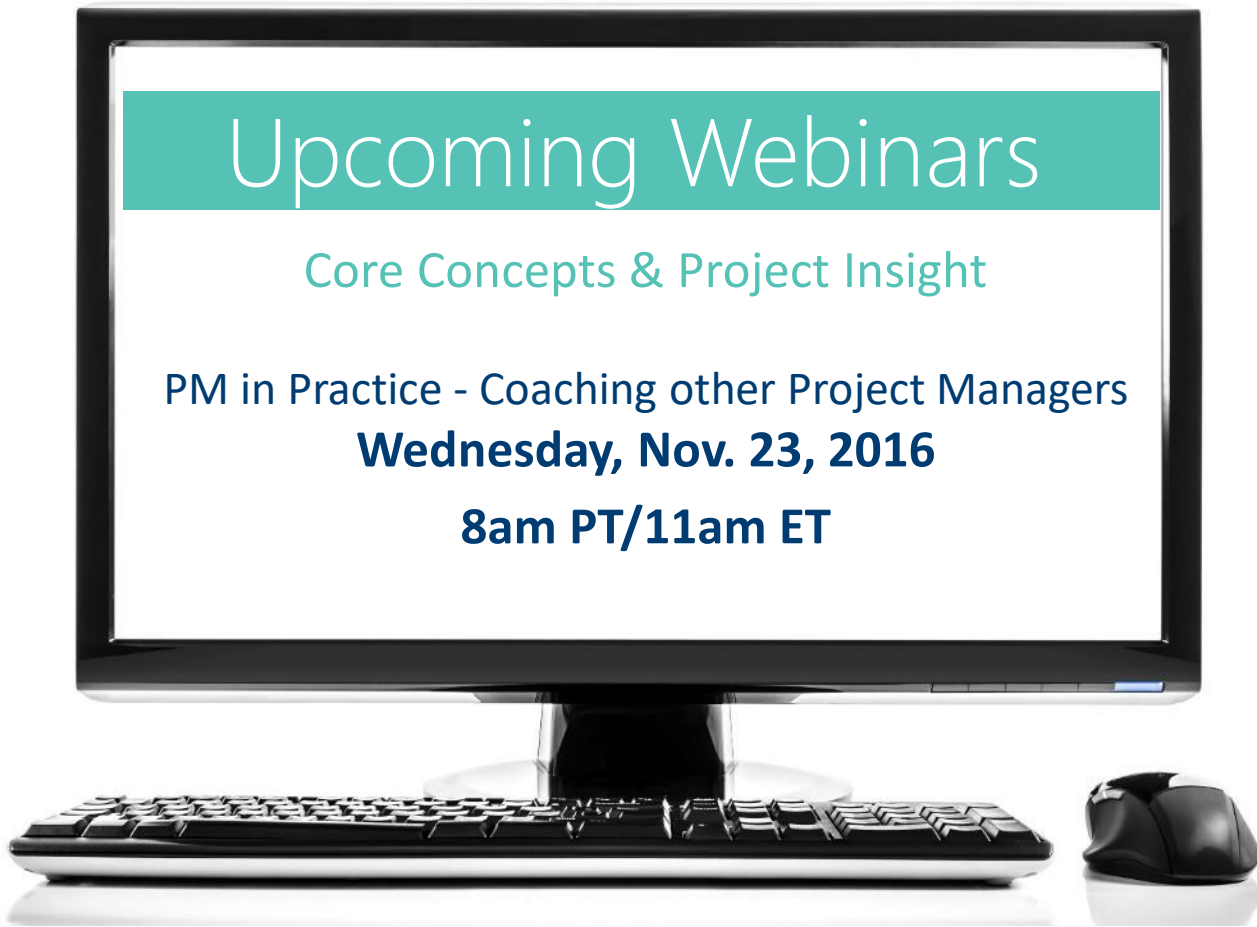
Upcoming Webinars

Core Concepts & Project Insight

PM in Practice - Coaching other Project Managers

Wednesday, Nov. 23, 2016

8am PT/11am ET



Special Promotion



Continue Improving Your Project Management Skills

- ▶ 10% discount for online courses
- ▶ Check them out today!

<http://clicky.me/cpc-pm>





Follow, like, subscribe!

Project Insight Community

- ▶ Sign up for more
- ▶ They are all FREE
- ▶ Check them out today!

A square box with a teal header and a grey border.

PM Training

A square box with an orange header and a grey border.

IT
Methodology
and Agile

A square box with a red header and a grey border.

Leadership

A square box with a blue header and a grey border.

Product
Training

See you next time!
