

M CIDOC
Training

332 Managing and motivating a project team

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INTRODUCTION

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Agenda


- **Introduction**
- Project Manager
- Project team
- Problems
- Conclusion

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Aims

- On completion of the course you will:-
 - Understand the role of the Project Manager
 - Appreciate the key factors in motivating a project team




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Objectives

- On completion of the course you will be able to:-
 - Recognise leadership qualities
 - Articulate your own motivations
 - Select a strategy for conflict resolution




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Audience

- This course is intended for:
 - People interested in Museum documentation and information management
 - People who will use or develop CIDOC training materials




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Course Prerequisites

- Have completed module 331 Basic project planning techniques and tools
- Have equivalent experience



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PROJECT MANAGER

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The project manager

- Makes sure project goals are delivered on time and on budget
 - Provides a framework
 - Identifies needed resources
 - Negotiates with higher authorities
 - Recruits effective participants
 - Sets milestones
 - Coordinates activities
 - Keeps the vision clear and the work on track
 - Makes sure everyone on the team contributes and benefits
 - Mediates conflicts

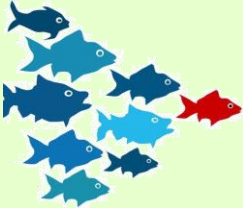


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Team leadership skills

- Model
- Diplomatic negotiator
- Listener
 - Team members
 - Environment
- Coach
- Working member



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PROJECT TEAM

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Selecting team members


- Technical skills
- Problem-solving skills
- Interpersonal skills
- Organizational skills
- *Not common to find all four in one person*

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Human needs

- Provide meaning, purpose and relevance
 - Explain how tasks contribute to overall goals
- Provide status and recognition
 - Broadcast your team's success
- Provide a social network
 - A friendly atmosphere




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DISC theory

- Which best matches your personality?



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Team work

- Understand their strengths, weaknesses, character and ambitions
- Set clear, *achievable* goals
 - Challenging but not impossible
 - Team and individual
- Clarify roles and responsibilities
- Celebrate success
- Encourage individual growth
- Offer incentives

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Communicate

- Communication plan
- When
 - Kickoff meeting
 - Group and individual review sessions
 - Status reports
 - Collaborative platform
- How
 - Be direct and honest
 - Be inclusive
 - Listen



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Team building activities

- Aims of team building:
 - Enjoyable
 - Break the ice, increase familiarity
 - Provide an incentive
 - Build trust
 - Improve communication
 - Encourage creativity
 - Identify strengths and weaknesses



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PROBLEMS

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Conflict management

- “Managing conflict is one of the biggest challenges a project manager faces.”
 - Impose
 - Withdraw
 - Compromise
 - Look for the underlying cause
 - Listen and acknowledge
 - Call a meeting
 - Get outside help




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Dealing with failure

- “Failure is success if we learn from it.”
 - Discuss openly with your team
 - Centralise other communication
 - Defend your team... earn their trust
 - Find the root cause
 - Get approval from Sponsor / stakeholders
 - Add to “lessons learned”



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Disruptive team members

- Being rude, missing deadlines, arriving late, poor work quality...
- Your responsibility is to the project
 - Check the person’s circumstances
 - Maintain confidentiality. Don’t gossip!
 - Offer support, coaching, reassignment
 - Document the problem
 - Discuss with HR

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CONCLUSION

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Conclusion

“When people talk, listen completely.
Most people never listen”
– Ernest Hemingway



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Resume

- The role of the project manager
- The importance of assembling a good team
- Motivations and personality
- Difference approaches for dealing with problems
- Played some games

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- Conflict Management Techniques From the PMBOK Guide, 2016 <http://projectmanagementhacks.com/conflict-management-techniques-pmbok/>

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Tänan!

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