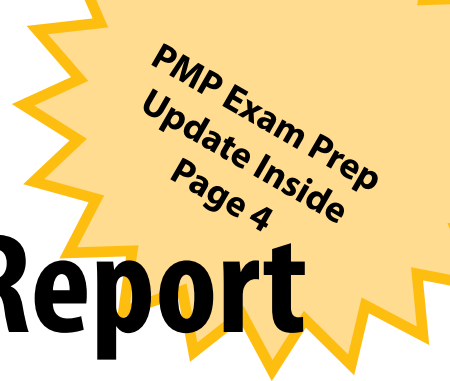




PMI Central Mass Report



How to Avoid Job Interview Brain Freeze

Have you ever experienced brain freeze during a job interview? You are asked a question and your mind goes blank—it's horrifying. You lose composure as well as confidence. Your interview goes down hill from there. Interview anxiety most often happens as a result of behavioral or situational interview questions that are not anticipated before hand. As a career coach, this is the most common interview problem I hear about from my clients. With the right preparation you can avoid the nightmare of brain freeze and improve your interview performance greatly.

First of all, it's important to understand what a behavioral or situational interview question is. It is any question that start with:

- Tell me a time when ...
- Give an example of ...
- Describe a situation when ...

Employers ask these types of questions with the assumption that past behavior indicates future performance. These questions reveal a lot about a candidate, including a candidate's ability to think fast on their feet. Given that interviews are inherently stressful, many job seekers find it extremely difficult to think fast during interviews. Here are four steps that will help you prepare for any interview question.

1. Take inventory of your accomplishments.

This requires more than a cursory mental note of the good stuff you've done in the past year. Take a systematic approach by asking yourself what challenges you've faced in each of your positions over the past five or more years. Try asking yourself:

- What processes have I improved?
- How have I made work easier for others?
- What did I do to save my company money?
- When did I find a solution to a problem?
- How did I save time?
- When did I go beyond the call of duty to solve a customer problem?

Write out your answers to these questions. Remember to include the quantitative details when appropriate. Include dollars saved, hours cut, percentage increased etc.

2. Study the job description.

With your list of accomplishments in hand, you are ready to turn your attention to the job description. Study the requirements to determine all the possible challenges involved with the job. If the actual job description is skimpy in details, look to other similar positions listed to help fill in the blanks. Additionally, ask others who hold similar positions what their greatest challenges of the job are. Write out your list of anticipated challenges.

3. Create a list of behavioral questions.

Turn your list of challenges of the position into a list of questions that start with:

- Tell me a time when you ...
- Describe a situation when ...
- Have you ever had to ...

Your list will look something like:

- Tell me a time when you had to cut costs out of your annual budget.

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PMI CentralMass Report

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**Multiple Training Opportunities Available
See Page 4 for Details**

***Coaching for Project Managers
Communication & Managing the Team***

President's Note: To serve our members and greater community

While 2010 marks the beginning of the calendar year, planning for the 2010 Central Mass Chapter began in October 2009. To that end, a strategic session of the Board of Directors was facilitated with current and new members of the board. Our first exercise was to review the Chapter mission statement to ensure we were well grounded in our understanding of the mission. We noted that as an organization our service to our members has always been foremost in our minds. As a result, we revised the mission statement to reflect this attentiveness to the needs of our members and greater community as the first key words of our mission statement.

To serve our members and greater community
by promoting the value and practice of project management by advancing standards, providing a forum for disseminating best practices and career enhancement information, and sponsoring professional development opportunities.

The 2010 Central Mass Chapter Goals are listed below for your reference. As a board, we will be assessing our progress on each of the goals quarterly. Your input and feedback is welcome.

1. Promote the Project Management profession
2. Improve the value given to our members and volunteers
3. Provide Project Management development opportunities
4. Provide networking opportunities
5. Strengthen the Chapter leadership
6. Enhance broad Chapter communications
7. Partner with other organizations to leverage interests

Our strategic exercise further focused on how to tactically advance the mission and goals of the organization.

The board considered the strength of past activities, the input from the chapter meeting evaluations and the results of the first Chapter membership survey, while generating new ideas for the future. The board members are an energized and dynamic group who brought forward numerous excellent ideas for consideration. Oh, but for unlimited resources, we would do them all! Prioritizing the list of strategic options led to the development of the 2010 plan.

Our work has already begun! Chapter meeting programming has scheduled a series of excellent speakers on today's relevant topics. 2010 special programming/events includes our first PMP Prep Course based upon PMBOK 4, scheduled to start January 20, 2010 at the College of the Holy Cross, Worcester, MA. On February 5, 2010, we will host a full day, 7 PDU, offering of Microsoft 2007 Project Hands On Training - Intermediate level. Watch for additional exciting offerings throughout the year!

Measuring our service...

As always, your feedback is important to us. At each chapter meeting or event, we ask that you complete a meeting evaluation. Additional feedback is always welcome. We will conduct an annual membership survey, a series of questions designed to obtain your feedback on many of the chapter activities and support mechanisms. In addition, please speak to any board member to share your insights on the chapter offerings. Let us know how to better serve you!

Continued on page 3



PMI Central Mass "Central to Success"

The Central Mass Chapter of PMI is a professional association serving the Central Massachusetts area promoting the practice of project management.

For more information and how to become a member or attend an event, visit our web site: www.pmicmass.org.

Debra Wallace, President
Central Mass Chapter of PMI
290 Turnpike Road, #370
Westborough, MA 01581
president@pmicmass.org
(508) 630-9509

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Expanding into Worcester?

Do you live or work near Worcester? Are you interested in PMI events closer to the city? An important initiative for 2010 is to better serve our members by offering expanded Chapter meetings directly in Worcester. An expansion committee is currently active in searching for a central location to offer up to four Chapter meetings yearly. This will be an opportunity to interact with other Worcester project managers who are active in a geographically close location, work in related indus-

tries, or share similar interests in professional development through PMI.

Look for upcoming announcements of Worcester meetings, scheduled to begin in March 2010. Anyone seeking additional information, or who can offer resources in Worcester, should contact the Director of Volunteers.

Alicia Ernst

The Power of Volunteering

Thanks again to our very active and engaged 2009 volunteers. From planning events to locating sponsors and speakers, the dedication and professionalism of our Chapter volunteers remains impressive. Many have found satisfaction in serving our group while expanding their professional experiences and networking opportunities.

We are currently in need of several Special Event Project Managers to organize, market, and oversee the special events planned for 2010. Each event is run as a project, whereby the PM is mentored and guided by

Board members. The additional professional experience can be particularly interesting to new PMPs, or those who have been out of the field for a time. This opportunity requires a mid-term commitment of several days during a 2 to 6 month period, and earns one to three PDUs. Please contact the Director of Volunteers if you are able to fulfill this role. We are looking forward to working with you!

Alicia Ernst

"President" continued from page 2

Join us!

The board has evolved into a highly functioning team with the focus to deliver! Have you thought about joining us as an Event Project Manager, or as a Special Project Resource or as an Assistant Director to one of the many functional areas on the board? Please introduce yourself to Alicia Ernst, Director of Volunteers and share your interest or speak to any member of the board. Try us out for a while before making a commitment.

Let's work together to serve the members and the greater community!

On behalf of the Central Mass Chapter Board of Directors we wish you great success and happiness in the year ahead!

In service to you,
Debra Wallace, MBA, PMP
President, CMASS Chapter of PMI

"Brain Freeze" continued from page 1

- Describe a situation when you had to fire a friend.
- How would you go about repairing a relationship with a disgruntled client?

4. Use your list of accomplishments to answer your behavioral questions.

Ask a friend to help you role play your interview answers. You should feel very comfortable communicating your success stories. The more time you practice actually talking about your accomplishments the faster you'll be able to recall your stories in your next interview.

With interview performance more important than ever before, it pays to prepare, prepare, prepare. There is no such thing as over preparation when it comes to interviews. Use this 4-step approach to interview prep and you'll be surprised at how much more confident you'll feel in your next interview. The better you interview the faster you'll be at your new job.

Deborah Walker, CCMC is a Career Coach helping job seekers compete in the toughest economy. Her clients gain top performing skills in resume writing, interview preparation and salary negotiation. Read more job-search tips at:

<http://www.AlphaAdvantage.com>

Upcoming Training Opportunities

PMP Exam Prep Update

Facilitated by Practical PM: Barbara Karten, Dick Kennedy and Mike Nollett.

We've had a terrific response to the 35 contact hour offering which began in late January. We also have a substantial wait list, so, we are planning our next session for this Spring. We will contact those on the wait list, with dates and information on registering for this session, before this information is posted on the website. To add your name to the wait list, email us at:

direofevents@pmicmass.com.

Communication & Managing the Team by Linda Desmond

"Communication" and "Managing the Team" are two important facets of project management; it is hard to think of one without the other. In this highly interactive seminar, the attendee will get an in-depth understanding about the dynamics of effective communication and how it creates, nurtures, and motivates the project team

The student will learn how to:

- Improve their communication and listening skills
- Identify what teams need to succeed
- Establish clear purpose and expectations for your project team
- Understand how to create an environment of trust/openness where teams can flourish
- Recognize individual and group dynamics within the team
- Apply tricks and tips to be more successful in managing virtual teams

Ms. Desmond is a Project Management Professional with over 20 years experience. She is experienced in all phases of software development from product design, schedule development, contract team management, and deployment. She also is experienced in Agile Software development with Scrum.

Ms. Desmond has conducted Communication and Team Building workshops at Lucent Technology's Women in Leadership (WIL) International and Project Management Conventions. In addition she led a Leadership workshop at ProjectWorld2000 in Boston and was a presenter at the New England Supply Chain Convention in 2004.

This seven PDU event will be held on Saturday, April 10, at Juniper Hills from 8AM to 4PM. Registration for PMI Central Mass members is \$250. More information is available either at our website, or by email:

direofevents@pmicmass.com

Coaching for Project Managers by Star Dargin

On June 12th, at Juniper Hills in Northborough, Star Dargin will be presenting her course on coaching for project managers. This is a half day course that awards 4 PDUs and will cost \$125 for early registration members.

This course is the first step in learning to be a coach. The participant will watch and experience being coached, learn basic skills, become familiar with some tools of coaching, and learn when it is appropriate for Project Managers to use coaching.

Star has eclectic background experience in engineering, leadership, organizational management, and project management, consultation, teaching and coaching. She provides training, coaching and consulting services that are customized to the needs of the industry, culture, and needs of a business.

Join 50,000 others in Using PMI® Publication Quizzes

PMI Publication Quizzes are a convenient, affordable way to earn PDUs. By purchasing a quiz bundle from PMI.org, you receive PMI-published articles and white papers with accompanying quizzes that test your learning. If you obtain a quiz score of 70 percent or higher you will earn between one and two PDUs per quiz in Category 3. Those who hold the PMP and PgMP® credentials can earn a maximum of 20 PDUs per certification cycle while those who hold the PMI-SP® and PMI-RMP® credentials can earn a maximum of 10 PDUs per certification cycle. The cost for quiz bundles starts at US\$15 per PDU for members and US\$25 per PDU for nonmembers. Take PMI Publication Quizzes now and earn PDUs at the comfort and convenience of your personal computer.

<http://www.pmi.org/CareerDevelopment/Pages/PMI-Publication-Quizzes.aspx>

Reprinted from: http://www.pmi.org/passport/dec09/passport_dec09_maintain.html

PMI Central Mass First Community Survey: What We Learned

For the first time, the Central Mass Board conducted a satisfaction survey of its membership. The board made the survey a chapter project and the team of Baskar Periasamy, Fehmida Malik, and Vinodh Ramadoss was formed.

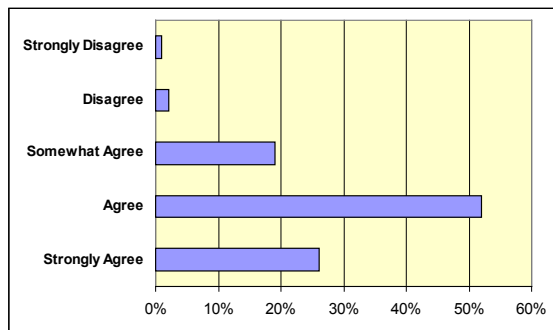
A plan was developed to include the development of the questions, how and when the survey would be rolled out, and what venues would be used to share the data with the Board and the membership. The survey questions were developed with input from the Board. Areas assessed, in addition to general satisfaction, were monthly meetings, special events, web site and communications.

Fehmida put the survey in electronic format and the survey went live on October 5th. The survey was sent to 561 members and chapter associates. One hundred and seventy one surveys were completed. 96% were chapter members.

The Board thanks you for your participation. We appreciate your candid responses and although we acknowledge that we are doing a satisfactory job of providing you with meetings and events, communication and services, we will continue to strive to improve the services and communications we provide to you, our members.

Survey Results

Over 97% of respondents stated that they were satisfied with their overall PMI Central Mass Experience. 67% members have been with the chapter for over 2 years, 28% for over 4 years

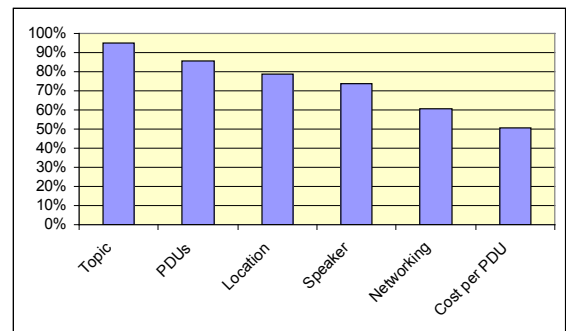


Chapter Meetings

During the past 12 months, over 50% of the respondents attended between one and six meetings. 21% attended seven or more and almost 10% attended ten or more (which is all of them!). Surprisingly, 27% of respondents to the survey did not attend any meetings in the last year. Most of you plan on attending future chapter meetings (98%) and of those that do not the

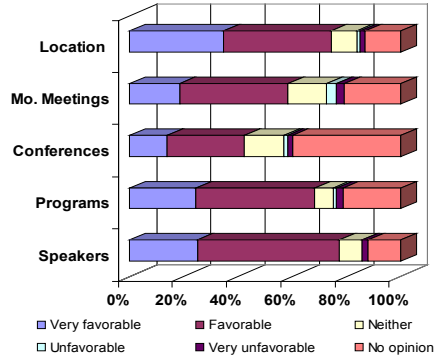
main reasons were Inconvenient Night or Inconvenient Location.

We asked how important each of the following reasons was for attending the Central Mass monthly chapter meetings. Most were driven by topic or by the need to earn PDUs.



A couple of aspects of the chapter meetings were evaluated. 75% of respondents agreed that the meetings were well organized, and 94% responded that speakers were knowledgeable and contents clear and understandable most of the time.

The following aspects of Chapter meetings and Events were rated:



The top 5 highest ranked topics for future meetings were:

- Controlling Project Scope
- Planning and Identifying Project Risk
- Analyzing Project Risk
- Performance Reporting/Stakeholder Management
- Responding to and Controlling Project Risk
- Communications Planning and Information Distribution
- Estimating Activity Costs

Programs and Special Events

Over 93% of respondents were completely satisfied with the quality of programs and special events offered by the Central Mass chapter.

Strongly Agree	47%
Agree	46%
Somewhat Agree	7%
Disagree	0%
Strongly Disagree	0%

Less than half of respondents (42%) attended programs or special events during the past two years. Of those that did, most found the Central Mass chapter events comparable or more favorable to other chapter or professional meetings they attended.

Comparable	53%
More Favorably	28%
Less Favorably	4%
Not attended other chapter or professional meetings	15%

The majority of respondents found the content of programs and special events offered by the PMI Central Mass chapter to be “just right” and the variety a good mix.

Just Right	90%
Too Basic	10%

Good mix of programs and offerings	94%
Too repetitive / little variety	3%
Too few offerings / too much variety	3%

Communication

More than 96% of respondents are satisfied with the level of communication from the chapter.

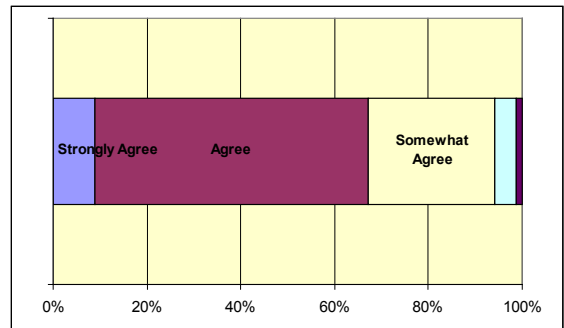
Strongly Agree	44%
Agree	44%
Somewhat Agree	9%
Disagree	2%
Strongly Disagree	2%

Web Site

For the respondents, the Central Mass web site is used to find information and sign up for meetings and events. All results are:

Meeting/Event registration	46%
Meeting slides	19%
Speaker	18%
External Links	12%
Sponsor	5%

Most respondents found it easy to find information they were looking for on the web site.



The ranking of the top five links or content accessed from the web site are:

Upcoming Meetings	19%
Central Mass Meetings & Archives	15%
Newsletter	14%
PM Jobs	9%
Volunteering & PDU's	7%
Meeting Costs	7%
Chapter Membership	5%

We asked how could we improve our web site. A third said no improvements were needed, but 70% identified some specific aspects for improvement.

No improvements needed	30%
Improved navigation	25%
Modern graphics	19%

Reorganization	12%
Other	14%

In addition, many provided suggestions for improving the chapter web site. Recommendations included:

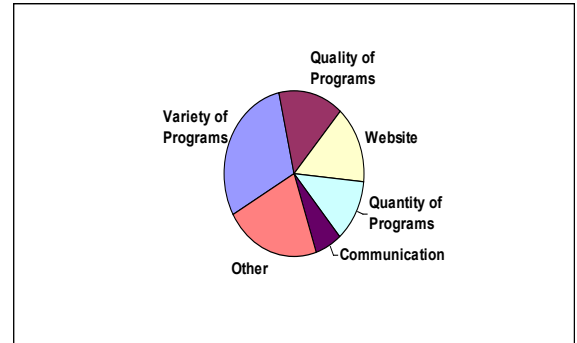
- Update information
- Make the web site less busy, with easy to find links to each area of info. Right now it's too much of a home page with a lot of clutter
- Looking for improvements in how to report PDUs
- More resource information, online networking opportunities with other Central Mass members.
- Jobs information
- Easier to navigate, more intuitive
- Stay current. Social networking and e-community management are key elements of how the organization can use the web to achieve business goals.

Volunteering

We asked about your experience and opinion on the chapter volunteer program. The top two answers were opposites: 36% said they wanted to volunteer but didn't have time, another 24% said they are not interested in volunteering. The rest of the distribution is below.

Like to, don't have time	36%
Doesn't interest me	24%
Currently volunteer	11%
Like to, don't know how	9%
Maybe in next 0-6 months	8%
Maybe in next 6-12 months	7%
Have been but not currently	4%
Expressed interest, not contacted	2%

Lastly, we asked what services provided by the PMI Central Mass Chapter need the most improvement. Although the survey showed positive feedback on many specific topics, we take it to heart that members felt there was room for improvement. We believe there is room for improvement, too.



Many respondents suggested topics for future meetings and the Directors of Meetings and Events will work with this list in planning upcoming events. The web site will be assessed and redesigned over the next year. All the other comments that were provided have been reviewed by the board and will be brought into future discussions of the various services and plans we are making for 2010.

Again, thank you for participating!

Debra Winslow Trainor, PMP RAC

Winners of PMI Central Mass Survey Announced!

The winners of the PMI Central Mass Survey, those first 20 respondents who completed the survey, will be receiving a \$10 gift certificate from Debra Winslow Trainor, Director of Memberships. The following people have won, in order of receipt of their completed survey:

- | | | |
|--|--------------------------------|-----------------------------------|
| <i>Karen Turner</i> | <i>Peter Dupuis</i> | <i>Cheryl Gladstone</i> |
| <i>Michael Hurkmans</i> | <i>Stephen Daukas</i> | <i>Thomas LaLiberte</i> |
| <i>Michael Corby</i> | <i>Shawn Samuelson</i> | <i>John Nojeim</i> |
| <i>Claudette Peden-Tirschel</i> | <i>Diane Wojdag</i> | <i>Rich Takvorian</i> |
| <i>Michelle Lynn</i> | <i>Peter Guttuso</i> | <i>Nalini Vallurupalli</i> |
| <i>Hao Pan</i> | <i>Karen Simmons</i> | <i>Lydia Milne</i> |
| <i>Mark Andrews</i> | <i>Rita Long Cramer</i> | |

If you are a winner, you will receive an email from Debra Winslow Trainor, and you can either pickup your certificate at the monthly meeting, or have it mailed to you. Thank you all for participating in the survey!

Upcoming Events

2010

- FEB 5 FULL-DAY TRAINING EVENT
Intermediate Level Microsoft Project Training, 7 PDUs
Presented by **PM Providers**
PC Plus Training Center, Auburn, MA
Contact DirOfEvents@pmicmass.org for more information.
- FEB 9 CHAPTER MEETING
The (F)Utility of Your Risk Responses, Denise Guerin, JD, PMP, Xtispex Consulting
- MAR 9 CHAPTER MEETING
Earned Value and the Magic Table: Progress Reporting, Schedule Projections and Error Analysis, Jack Nevison, PMP
- APR 10 FULL-DAY TRAINING EVENT
Communication & Managing the Team, 7 PDUs, Juniper Hills, 8am to 4pm
Presented by **Linda Desmond**
This seminar will provide in-depth understanding about the dynamics of effective communication and how it creates, nurtures, and motivates the project team. You will learn communication and listening skills, along with working with your team's inherent dynamics, fostering trust and openness, and being successful in managing virtual teams.
- APR 13 CHAPTER MEETING
How to Leverage Your PM Skills (and the skills of your PM Friends) to Expand Your PM Skills, Michelle LaBrosse, PMP & Jean Steinmetz, PMP
- MAY 11 CHAPTER MEETING
The Hidden Web: Inside the Informal Networks that Drive Project Performance,
Maya Townsend
- JUN 12 HALF-DAY TRAINING EVENT
Soft Skills Coaching, 4 PDUs, Juniper Hills
Presented by **Star Dargin**
This presentation will provide you the opportunity to watch and experience being coached, learn basic skills, become familiar with some tools of coaching, and learn when it is appropriate for Project Managers to use coaching.
- FUTURE PMP EXAM PREP
We will be scheduling a second series of the PMP Exam Prep course. A wait list has been started and seats in the next session will be extended to the wait list before the general chapter announcement.

To register for events and more information, visit www.pmicmass.org