

Project Team Dynamics: Enhancing Performance, Improving Results

PMI Central MA
March 16, 2011







The Apprentice

“It's always interesting to watch people who have been incredibly successful in their own businesses work in a group made up of equally strong personalities. It takes a special kind of leader who can effectively manage a team of veritable strangers and find the best way to get strong, winning performances from them.”
Donald Trump

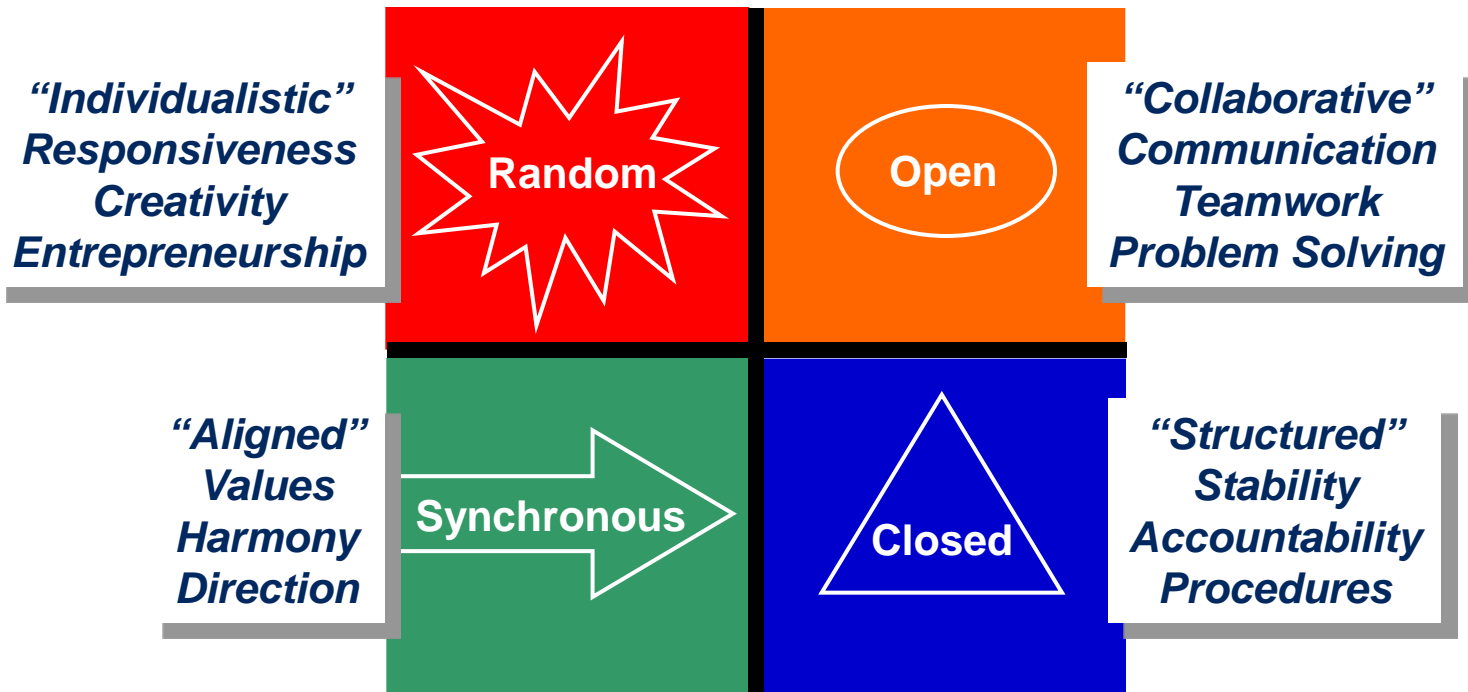


Serve Vanilla for Success

...the data shows...



Culture Drive Behavior



Based on the Kantor System Typology and Communicational Domains™ - used by permission



Define the Team

Identify Supporting Behaviors

Define Project Objectives and Team Goals

Define Accountability

Easy Steps

TEAM Behaviors

Treat others with dignity and respect

Exchange the needs and impacts of your own work with others

Actively seek and receive feedback for improvement

Make timely decisions and solve problems quickly

Rules of Engagement

Basic Courtesies

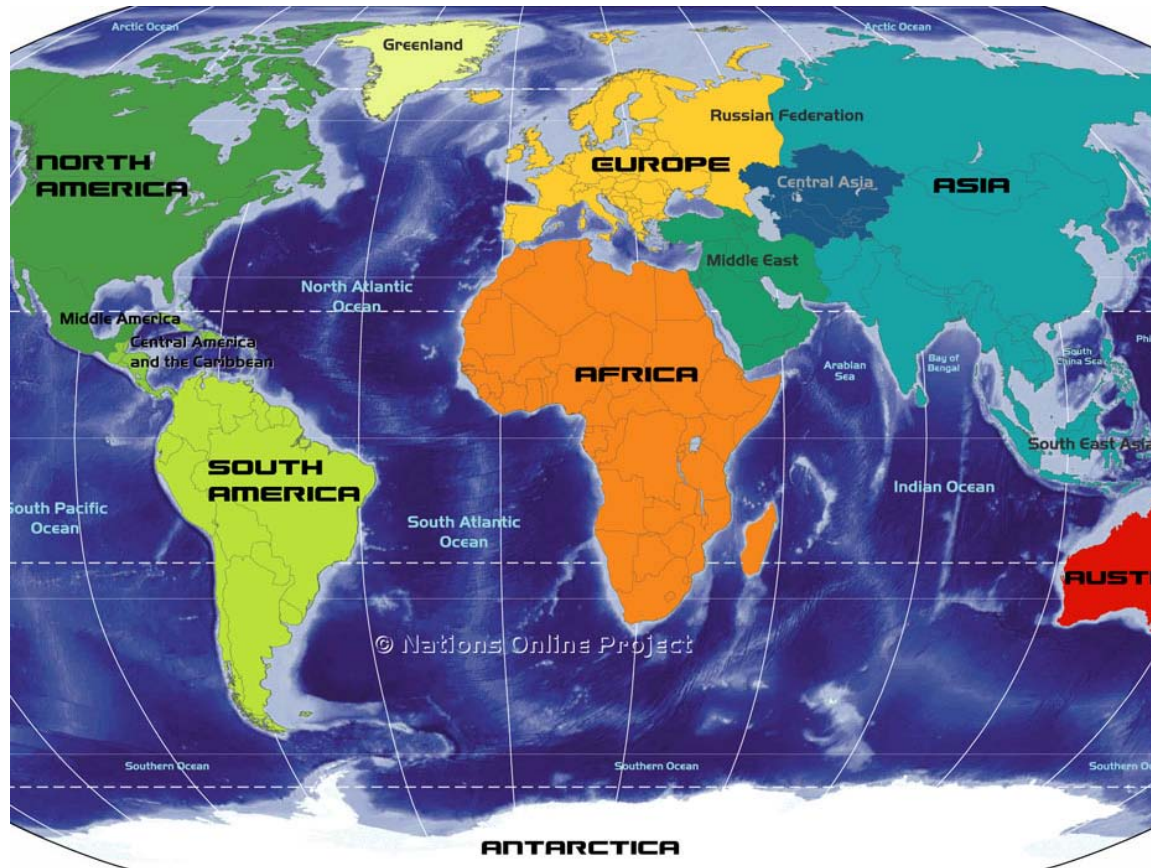
Operating Agreements

Problem Solving and Decision Making

Accountability

Conflict Resolution

Leaders Role



It's a Virtual World

The Power of Reinforcement



Accountability



RAID

Sort & Renumber								
RAID (Risks, Assumptions, Issues, Decisions)						sorted by "open/closed", then "date due"		
Seq #	UID	RAID Code	DESCRIPTION and IMPACT	DATE OPENED	OWNER	ACTION TO BE TAKEN / STATUS / RESOLUTION	DATE DUE	DATE CLOSED
1	1							
2	2							
3	3							
4	4							
5	5							
6	6							
7	7							
8	8							
9	9							
10	10							
11	11							
12	12							
13	13							

What

Who

Status

When

Dealing with Conflict

1-Day Rule

- De-escalates and resolves one-on-one conflict within a 1-day period, allowing a balance between allowing enough time to calm down after the initial conflict episode and preventing too much time to pass, enabling the conflict to linger and grow.
- Relies on face-to-face communication

<Team or Project Name>
Meeting Agenda
<Logistics: Date, Time, Location, Call-In Numbers>

Attendees:

Facilitator(s):

Overall Meeting Goal:

TEAM Behaviors for Team Performance	
T reat others with dignity and respect	A ctively seek and receive feedback for improvement
E xchange the needs and impacts of your own work with others	M ake timely decisions and solve problems quickly



DURATION	AGENDA TOPIC	WHO	GOAL



Meeting Minutes Template

<Team or Project Name>
Meeting Minutes / Results
<Logistics: Date, Time, Location, Call-In Numbers>

Attendees:

Facilitator(s):

Overall Meeting Goal:



Expected Behaviors for Team Performance	
T reat others with dignity and respect	A ctively seek and receive feedback for improvement
E xchange the needs and impacts of your own work with others	M ake timely decisions and solve problems quickly

Decisions
•
•
•
•

Open Action Item / Issue	Owner	Due
1.		I
2.		
3.		
4.		
5.		

Closed Action Item / Issue	Resolution	Closed
1.		
2.		
3.		

Be Prepared





Questions?

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Username: Reader

Password: Team1

