

# Little Book of Project Management Tips



## **PREFACE**

Many of us are taught the technical aspects of project management in college. We understand the iron triangle of time, cost quality. Some have been taught the extended technical aspects of the PMI Knowledge areas. There are other soft skills that are not so readily taught in college or in-house PM workshops. These are the soft skills of communication, negotiation, conflict resolution and eventually leadership. This booklet is a collation of prompt cards that may assist. It is intended as something you can download to your Laptop, tablet or phone and flick through before that crucial meeting or workshop that could well define the outcome of your project.

Thanks to PMI, James Sweetman & TSS for allowing their training material to be referenced in collating this booklet.

The booklet may be replicated upon request.  
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## **PMI KNOWLEDGE AREAS**

- Integration
- Scope
- Time
- Cost
- Quality
- Resource
- Stakeholder
- Communication
- Risk
- Procurement

Courtesy of;  
[www.pmi.org](http://www.pmi.org)

# PMI PROCESS GROUPS

(These are groups of phases or stages)

- Initiation
- Planning
- Execution
- Monitor & Control
- Close

Courtesy of;  
[www.pmi.org](http://www.pmi.org)

## **GOOD PM ATTRIBUTES**

- Select & develop team
- Leadership
- Anticipate resolve & decide
- Draw confidence from your experiences
- Integrate stakeholders
- Operational flexibility
- Plan & expedite
- Negotiate & influence
- Understand environment
- Administer contract
- Manage change
- Keep client happy

# TIME MANAGEMENT

Do, Dump Delegate

Or

(Mostly taken from a wall in Zurich)

- Prioritise
- Do one thing at a time
- Know the problem
- Learn to listen
- Learn to ask questions
- Distinguish sense from nonsense
- Accept change as inevitable
- Admit mistakes
- Say it simple
- Be calm
- Smile

## GOOD COMMUNICATION

- Open questions
- Positive conscious intent
- Consider others position
- Relate
- Be congruent
- Be responsible for what you say
- Interact
- Care

Courtesy of:

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



# INFLUENCE

- Consider other peoples shoes
- Know objective
- Build rapport
- Intelligence & emotional quotient
- Bond
- Comprehend

Courtesy of:

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

# RAPPORT

- Interest
- Names
- Intention
- Appropriate humour
- Question
- Share
- Listen
- Be congruent
- Provide input

Courtesy of:

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

# NEGOTIATION

## Approach

- Principled negotiation
- Soft on people hard on facts
- Independent of trust
- Explore interests
- Separate people & problems
- Wise outcome
- Problem solver
- Objective criteria
- Focus on interests
- Avoid bottom line

## Summary

- Set objectives
- Establish scope
- Seek understanding
- Suggest solution (best alternative to a negotiated agreement)
- Fine tune
- Close (always be closing)

Courtesy of;  
[www.tss.ie](http://www.tss.ie)

# CONFLICT RESOLUTION

- Calm
- Positive
- Respectful
- Assertive
- Objective
- Empathetic
- Work together
- Understand long term view & goals
- Both parties need a Win – Win outcome

## **SAMPLE MEETINGS CHARTER**

- Respect people
- Share responsibility
- Criticise only ideas
- Keep an open mind
- Question and participate
- Listen constructively
- Attend all meetings
- Attend on time
- Inform of absence in advance
- Issue accurate minutes in 24 hours