



Moving Your PM Skills Up a Notch

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Name your greatest struggle in Project Management



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A Manager should provide:

1. Clear statements of performance requirements and standard operating procedures related to recurring tasks and responsibilities
2. Clear statements of defined parameters, measurable goals, and concrete deadlines for all work assignments for which the direct report will be held accountable
3. Accurate monitoring, evaluation, and documentation of work performance
4. Clear statements of specific feedback on work performance with guidance for improvement
5. Rewards and detriments distributed fairly

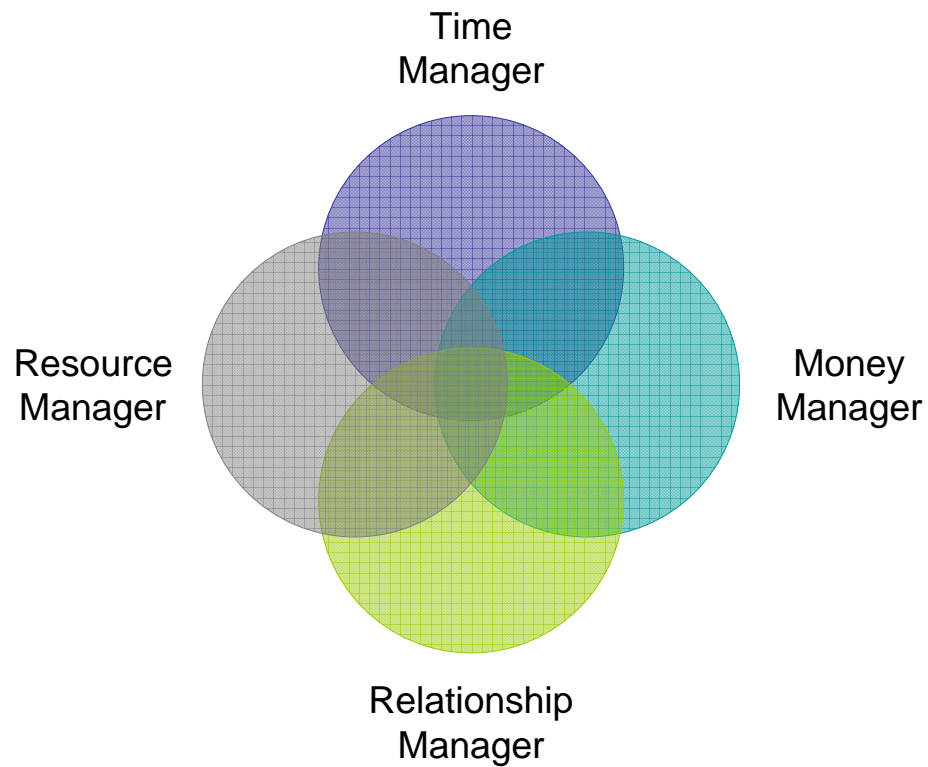
“The Under-Management Epidemic” by Bruce Tuglan

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A strong project manager is a strong...



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Where does the time go?

The average employee spends 25% of the workday on email which is equivalent to 1 hour and 47 minutes.
- *CNN (2004)*

The average executive wastes 45 minutes a day searching for something lost on his or her desk.
- *Survive Information Overload* by Kathryn Alesandrini

Average employee admits to wasting 2.09 hours / day (not counting lunch)
- *Joint survey of 10,044 employees from AOL and Salary.com users*

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They who know how to employ opportunities will often find that they can create them; and what we can achieve depends less on the amount of time we possess than on the use we make of our time.

John Stuart Mill

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A strong money manager

- Takes ownership / responsibility
- Demonstrates strong ethics
- Pays attention to detail
- Tracks traffic regularly
- Finds numbers fun

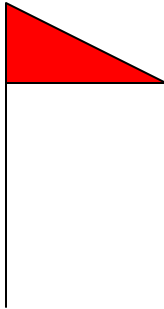


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16 Red Flags for Fraud



- An employee under financial pressure.
- An employee with personality changes.
- An employee demonstrating poor money management.
- An employee living beyond their means.
- An employee with outside business interests.
- Poor company internal controls.
- Too much control in a single employee.
- Lax management.
- Failure to pre-screen employees.
- Records altered, missing or destroyed.
- Chronic shortages.
- Signatures on records appear to be forgeries.
- Employee drug or alcohol abuse.
- Employee gambling problems.
- Employee gives inadequate answers when questioned about missing supplies, property or funds.
- Customer or supplier complaints about shortages or discrepancies.

- Internal Audit Services, Inc. Int'l

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Relationship Manager: What Relationships?

Leader



Team Member



Customer



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Building Strong Relationships

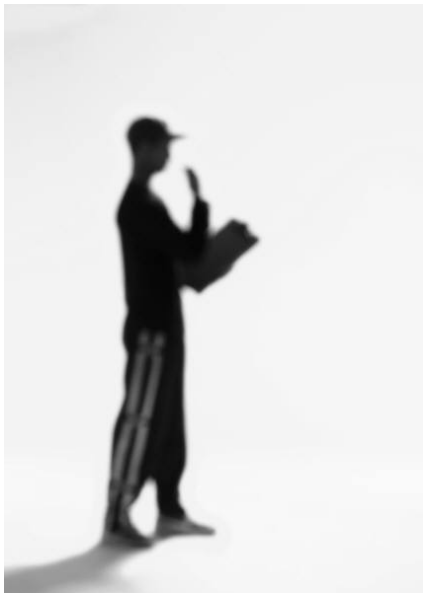
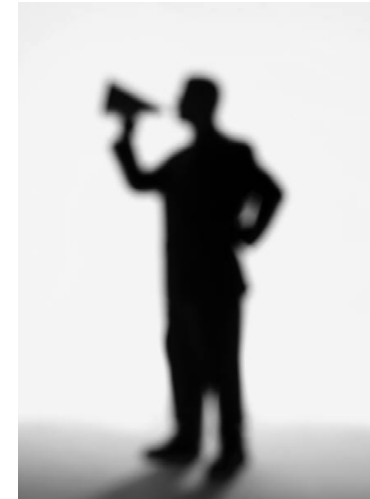
Coaching

Communication

Consistency

Creativity

Courtesy



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A Resource Manager is resourceful.

re-source-ful

Able to act effectively or imaginatively,
especially in difficult situations.

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Qualities of a Resourceful Manager

- Show Strong Initiative
- Provide Strategic Solutions
- Possess Large Sphere of Influence
- Decide with Wisdom and Timeliness
- Demonstrate Knowledge of Systems
- Research the Latest Technology

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Time + Money + Relationships + Resources = Results

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