

Program Managers I've Known and "Loved"
and their report card on people skills, processes and
technology

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Program Managers

- Attila the Manager – crush the insurgents
- Kill Bill the Manger – smother the customer
- The Coach Manager – focused on the team and the customer

Attila the Manager

- Attributes
 - Rules the program with an “iron fist”
 - Thick notebook of knowledge
 - Surrounded only by loyalists
 - Questioning Attila is met with retribution
 - One way communications – Attila to the troops

Attila the Manager

Strengths, Weaknesses, Report Card

- Strengths
 - Intelligent, Broad Background, Strong Team of Loyalists
- Weaknesses
 - Inward Focus, Communication Skills
- Report Card
 - Technology – 33%, Processes – 33%, People Skills – 15%. Grade is 81 (B)

Kill Bill the Manager

- Attributes
 - “Joined at the hip” with the customer
 - Whips the team in response to all customer requests
 - Customer is right 100% of the time, no questions asked
 - Shoots anyone the customer wants
 - Replanning R Us

Kill Bill the Manager

Strengths, Weaknesses, Report Card

- Strengths
 - Loved by the Customer, High Contract Award Fees, Liked by the Team (Usually)
- Weaknesses
 - Program Costs/Schedule Second to Customer Satisfaction, Hard to Keep Dedicated Team in Place, Inter-team Communications
- Report Card
 - Technology – 30%, Processes – 30%, People Skills – 15%. Grade is 75 (C)

The Coach Manager

- Attributes
 - Good relationship with the customer
 - Carries team generated best ideas/processes to the customer
 - Surrounded by best qualified people
 - Focused on open communications
 - “Freedom from fear” working environment

The Coach Manager

Strengths, Weaknesses, Report Card

- Strengths
 - Open and Honest Communications, Able to Correct Problems Quickly, Support of the Team
- Weaknesses
 - May Deliver Bad News at Bad Times, Can be Criticized by Management if not Focused on Financials, Absorbs the “Arrows” for the Team
- Report Card
 - Technology – 30%, Processes – 30%, People Skills – 30%. Grade is 90 (A)

Summary

- All Different Types of Program Managers Serve a Useful Function. Most are Effective in Their Own Style
- You Must Pick the Style that will be your Winning Style