

Session Title:	Introduction to effective Project Management
Speaker(s):	Amy Manktelow
Chair:	Sarah Byard
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Speaker/Institution Bio/Information:	<p>Amy- NTU Project support Coordinator within the Centre for Student and Community Engagement at Nottingham Trent University.</p> <p>To start with Amy establishes everybdy's level of understanding of projects and what experience they have had with running projects:</p> <p>Menti- What experience do you already have</p> <ul style="list-style-type: none"> - Many people had no experience, a few with online learning via Linkedin Learning, 1 person had done Prince2 Foundations qual and 1 person said Any PM qualification.
Overview/Aim of session:	<p>Provide formal concepts of the big project management topic.</p> <p>Give practical hints and tips and hopefully confirm that projects are going in the right way.</p> <p>Provide useful</p>
Workshop Content	<p>Amy discusses the differences between Programs, Projects, Business and usual</p> <ul style="list-style-type: none"> - Programs generally long term, collection of projects, you might have more than intertwine, Program managers will have oversight and will know how all those projects in that area slot together - Project is unique and timebound, might be a sprint projects, but no longer than about 2 years and probably will be cyclical. Projects are strategically important, should be hitting

the KPI's, PPIs etc. Projects will have a restrictive group of stakeholders, should be working with line manager if you need to get more stakeholders involved. Project managers manage dependencies within the project and they make sure people move forward together on their projects.

- Business as usual- repetitive and something you continually run.

Amy provides an example of Post-16 Outreach and the projects that they run, underneath you can see the strands (Year 12, 13, transition into HE) and below it is the projects that run business as usual.

A good way of understanding a project and business as usual is 'if you left, would it carry on OR is you were to write handover notes, what would you put as specific projects and what would you have as the usual, part of the job.

Pre-project- getting the groundwork right

Amy talks about how managers sometimes give us projects or goals, like getting certain students into the recruitment cycle but explains how the planning part is often overlooked.

This includes:

Scoping-

- Really good way to start your projects
- PESTLE (political, Economic, Social, Technical, Environmental)
- MoSCoW (Must, Should, Could, Will notes)
- The above are both steps that you can use to make sure you scope out the project and what needs doing in the right way.
- What will it NOT do- this is your guide and how to.

Setting clear and defined objectives

- Important to bring in a PM person early enough, make sure you have enough clear objectives, these only need to be 3 or 4.
- Blooms taxonomy- use this to make sure you have the measurable verbs within those objectives.

Selecting who is going to be in your project team

- We all like working with people we like, but this means that more people are going to say yes to you, despite it being not a very good idea. You need someone that will say no and be that critical friend as part of the team.
- You need to set Governance- set these boundaries as the PM.
- Personalities, use professional horoscopes (16

personalities) to get a good guide to set up the right sort of the team that covers all the right areas, you need the blue people who are detailed focused, attention to detail focused and straight talking.

Evaluation:

- The OFS demands it of us and so we should to make sure it is working. Evaluation should be an integral part of your project to make sure it is always improving.

Make sure the language you use across the project is clear and accessible to all involved.

- If your language isn't clear then your stakeholders won't buy in.

Linear project lifecycles:

- Amy showed an example of what a timeline for a project looks like.
- Gate review- where you discuss if people are happy with the outline of the project to make sure people are happy.
- Amy talks through each stage and the difficulties within Project Management within WP.

Amy shows us another example of a different cycle, a more accurate one for our roles within HE.

- 6 phases, you will use MoSCoW more within this cycle
- You do sprints within them and they are fast paced meetings or days to sort out the project and how it is running.

Amy explains that the 2 life cycles of projects are different.

- 1st on being more organised
- 2nd one suited to people who are more unorganised or have more to juggle.
- The linear life cycle is more suited to a project that is already established and has clear steps.

Project Documents:

- Lots of documents that you can create to help plan and progress your projects
- Project initial Documents- make sure you explain it well enough in there to make sure it hits the right language to get those stakeholders to buy into that project.
- Communication Plans- How are you going to engage your stakeholders, this can be schools and colleagues.
- Stakeholder engagement plans- who are you going to talk to and what material are you going to send out.

	<ul style="list-style-type: none"> - Evaluation Plan- you will always have one of this, depending on what OFS level you are trying to hit then you need to have a plan of the evaluation. - Risk Register- May already happen at higher levels in the department. These are documents where you look at the risks of the projects- business criticality, taking students out into town what damage may this do to the reputation to the University. <p>Make sure you have all of the above available so that all of your team can access and understand- single points of failure can and are the most common reason for projects failing.</p> <p>Stop, Start, Continue- this is a really good way to make sure that when you have finished a project you do you are ready to go next year. Looking at the good parts of the project and also areas that need improving.</p> <ul style="list-style-type: none"> - Set dates within this time and make sure you stick to them, track this and make sure your project manager ensures that you have got your pre-event planning done in plenty of time.
Case Studies/Examples:	<p>Amy explained how a previous colleague didn't have the project documents available for everyone to see. They fell off their bike and were in hospital and people could not pick up that project a week before and continue despite them not being there- important to make sure that you have other people able to access work so that there isn't a single point of failure.</p>
Scenarios/Roundtable discussions:	<p>Discussion of what is a project on tables:</p> <ul style="list-style-type: none"> - Has a clear goal or focus or KPI's involved with it, aims, outcomes and aims, timebound - Something that takes time to plan, can be a one day project or it can be a long project. - Most people agreed with these 2 explanations. <p>Discussion thinking about our own work, categories the programmers, projects and the what is business as usual for you.</p> <ul style="list-style-type: none"> - Overall programme for our table is UK Student recruitment - Projects that feed into that are things like Open days, experience & informal visit days, academic sessions - Business as usual- talks, admin, booking in sessions and comms with schools, campus visits, UCAS, Open days,

<p>Questions and Answers:</p>	<p>Q- A member who had just started a project and their colleague has a lot of comments and criticisms, they wanted to know how to set those boundaries:</p> <p>A- Amy says a good thing is to set service level agreements, but difficult with people you are working with. Amy said the best thing to do is to sit them down and ask what they want and why they have these questions, spin it back to them. There will be a reason why they have those opinions or criticisms.</p> <p>Q- A member wanted to know which specific project management qualifications are the best to do if they are wanting to go into this area.</p> <p>A- APM foundations are a nice in, multiple choice exam and good way to get your foot in.</p> <p>PMQ- if you are wanting to go into PM as a career</p> <p>Prince2 are common and popular but you need to make sure the rest of the department are running with that way of teaching.</p> <p>Q- Is there any reading around it or a bible for this</p> <p>A- No, LinkedIn Learning is the best place, APM is good and succinct and seen as a good standard.</p> <p>Q- If you are a one man band running the whole project, what would you say about how to make sure you're doing all the right things and what would say about people who are criticising that?</p> <p>A- Upskill yourself in the areas you don't like doing. Do that stuff first and use a saying 'eat your frogs for breakfast'- do the things you hate first.</p> <p>Pull in interns or people lower than you in, delegate it off and also helps them to gain skills.</p> <p>You have to be brave enough to say 'why do you need to know this information, make sure you have shown them what you have and you ask them the question of why they feel like that.</p>
<p>Summary/Key takeaways:</p>	<p>Project management Top Tips to take away:</p> <ul style="list-style-type: none"> - Start and finish strong- it is a marathon not a sprint. Make sure you plan with it well enough. Imagine your project is Business class Emirates, make it the best it can possibly be, always aim for the best. - Don't have single points of failure- make sure people have access to all Project documents.

	<ul style="list-style-type: none">- Ensure you know how your project fits in with the bigger, department wide picture.- Use a common language between those that work on the project- Set clear, well defined objectives- 4-5 max.- People- Look after them! You can't do it without them!
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