
A Disaster of Titanic Proportion: How the Team Survived

Lisa Spahr, MSc, PMP, PMI-ACP
Senior Technical Project Manager,
Maritz IT Services

Learning Objectives

At the conclusion of this session, participants will be able to:

- ❑ Assess risk factors before relationships deteriorate further and jeopardize the project.
- ❑ Identify an array of techniques to employ in high-risk low-trust environments.

Introductions

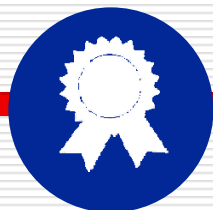


Who is Maritz?

Who is Maritz?



**Sales
Incentives**



**Employee
Engagement**



**Research
Services**



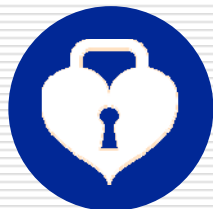
**Incentive
Travel**



**Business
Meetings,
Tradeshows &
Conferences**



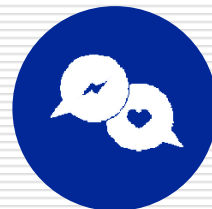
**Channel
Loyalty**



**Customer
Loyalty**



**Reward
Solutions**



**Customer
Experience
Management**

Maritz Solutions

.....



Maritz Fast Facts

Family-owned and financially stable for 120+ years.

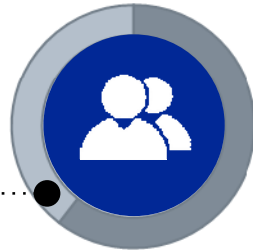
FY2016 Revenues:

\$1.2B

Employees:

4,514
Worldwide

1,785
St. Louis



HSBC



GMC



citi



HONORS
HILTON WORLDWIDE



Microsoft



Kimberly-Clark
PROFESSIONAL



TOYOTA

STAPLES



Marriott

Southwest

NOVARTIS

Bank of America



YAHOO!

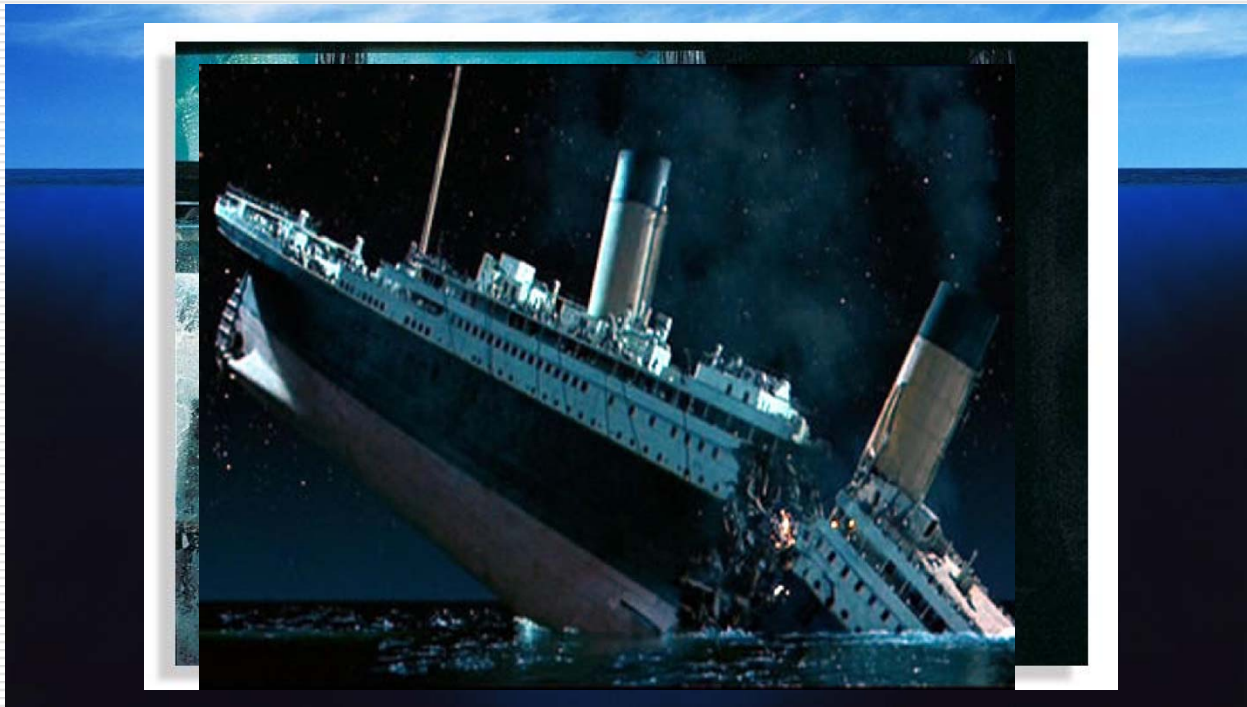
...and many more

Knowledge is Power

Our sharing process...

- Leverage our story for ideas in your own projects
- Share knowledge and ideas with each other

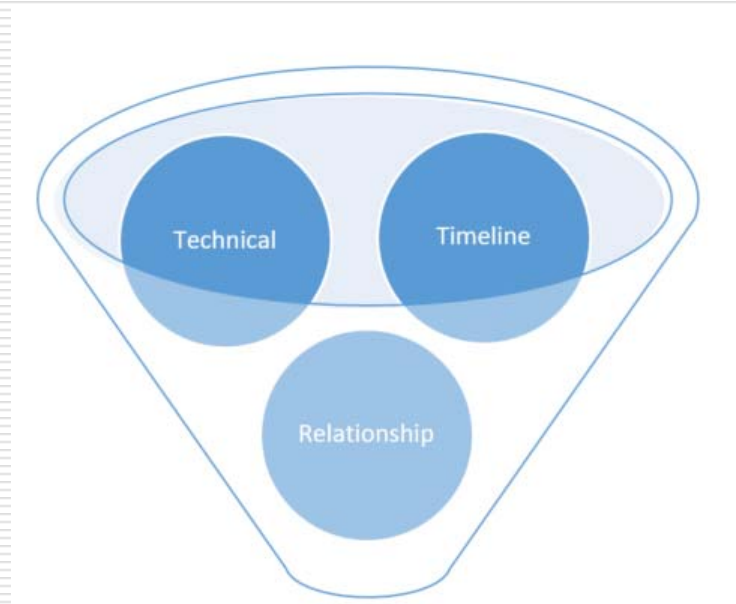
The Climate Leading to the Chaos...



Stakeholders



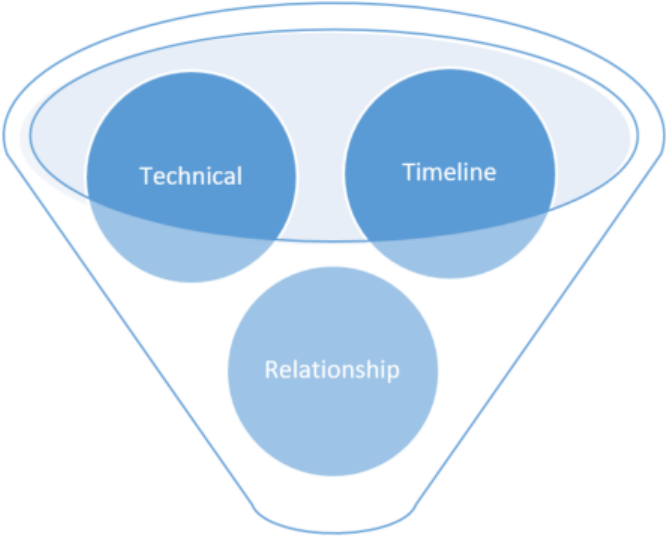
Risks



Overall Approach



Risks



Remedies



Remedies



- empathize
- see it from their view
- 2-steps ahead
- align strategy

Anticipate

Remedies



- play nice
- diagram jointly
- be accessible
- embed teams

Collaborate

Remedies



Communicate

- respond rapidly
- over-communicate
- send multi-method
- 1:1s

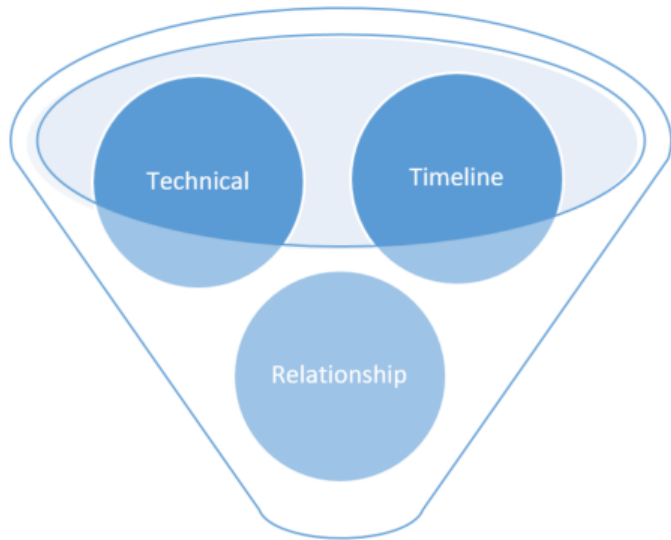
Remedies



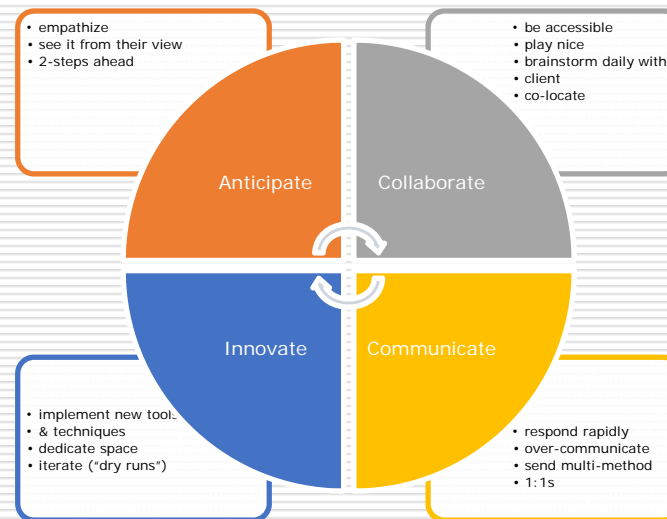
Innovate

- implement new tools and techniques
- dedicate space
- iterate ("dry runs")

Risks



Remedies



Other Potential Remedies...

Other Differentiators

- Team. Yes, the people.
- Dedicated Resources
- Collaborative PM Relationship. Yes, people and relationships again.
- Feed the People (hold nothing back from achieving success)

Outcomes

*an **Improved experience** for EVERYONE for the foreseeable future AND delivery of a product that revolutionized how we do DR*

A budget blown! Dry runs went longer and became more frequently requested than originally planned (PM Fail, Relationship call)

They Said What?!

- ❑ **Best DR Ever!**
- ❑ **Smoothest DR Ever!**
- ❑ This was truly an *AWESOME effort by the whole team!* I know there was a lot of *blood, sweat and tears* that went into the preparation. All of that **hard work paid off** this week! I am very proud of the professionalism and dedication each of you demonstrated throughout this project! Thank you for making this successful!
- ❑ Congratulations for the **tremendous effort, expertise, planning, and execution** you displayed in completing this successful DR test. Our customer commented to me yesterday that several people relayed to him that this was **by far the smoothest DR test they've experienced at Maritz**, so clearly your *hard work and dedication to come up with "a better way" paid off in a big way*. Thank you very much, and again, congratulations!

Congrats to the Team!



Lisa- lisa.spahr@maritz.com

 [lisaspahr](https://www.linkedin.com/in/lisaspahr)