

What's the noise??



John P. Laverdure, PMP
Angela Triplett, PMP

11/21/2014

Agenda

- Introduction
- Communication Model
- Communication Channels
- Project Manager Communications
- Meetings
- Question & Answers

Introductions

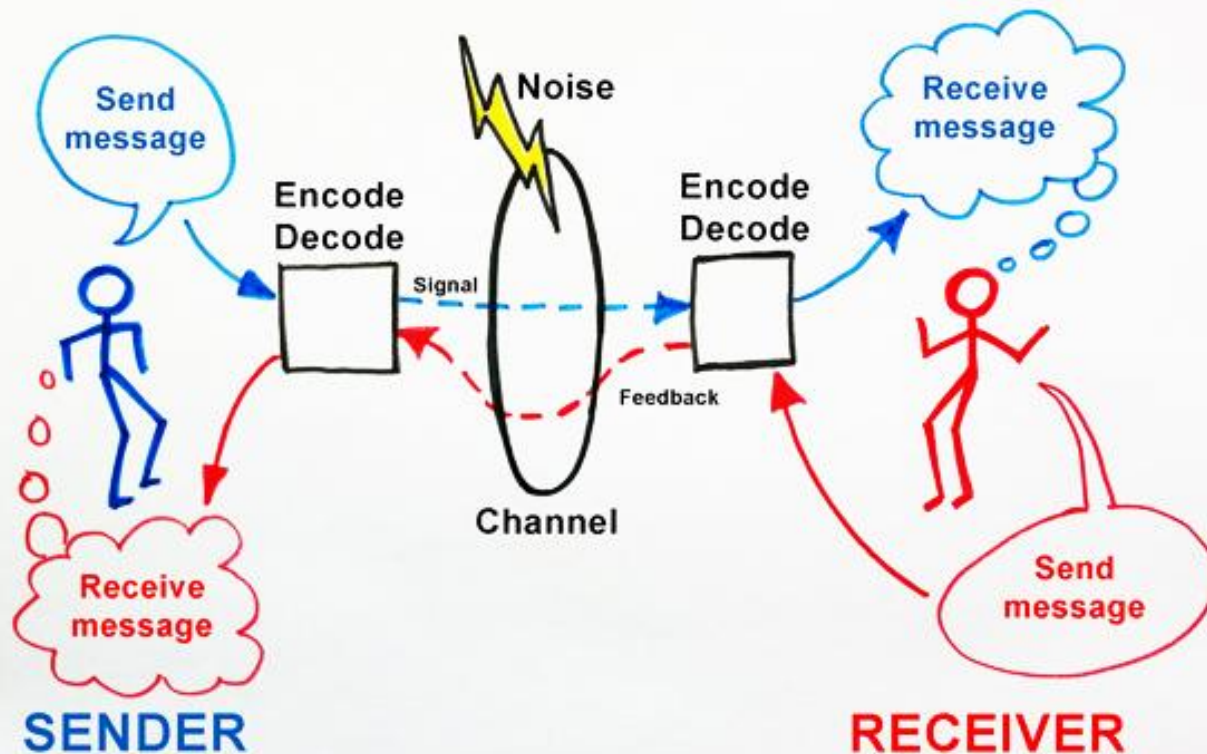
□ John Laverdure, PMP

- 26 years of global project & program management
 - 12 years Department of Defense (DOD)
 - 14 Years Commercial World
- B.A – Production & Operations Management
- M.S – Logistics Management
- 28 years –USAF Reserves (Retired)

□ Angela Triplett, PMP

- 15 years of project management
- 9 years of global program and portfolio management
 - Retail, Media, Non Profit
- B.A – Communications

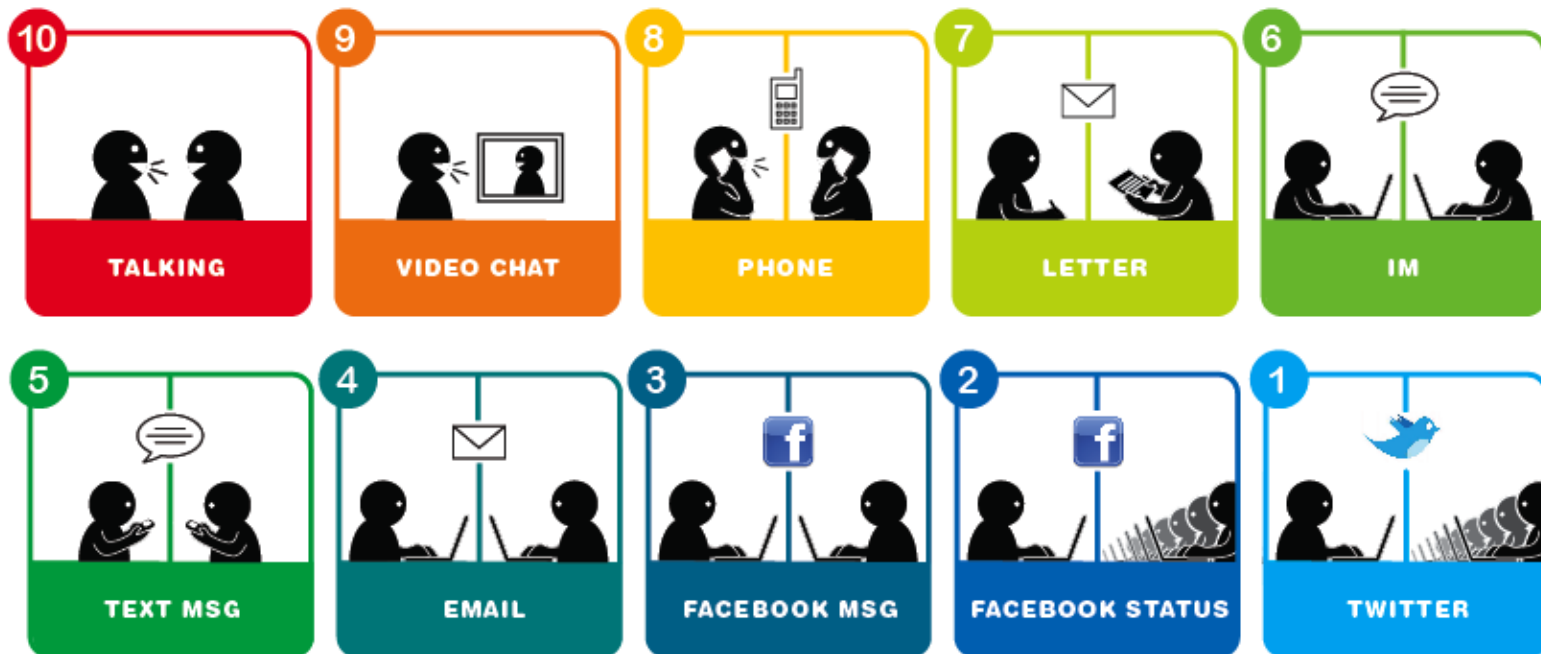
Communication Model



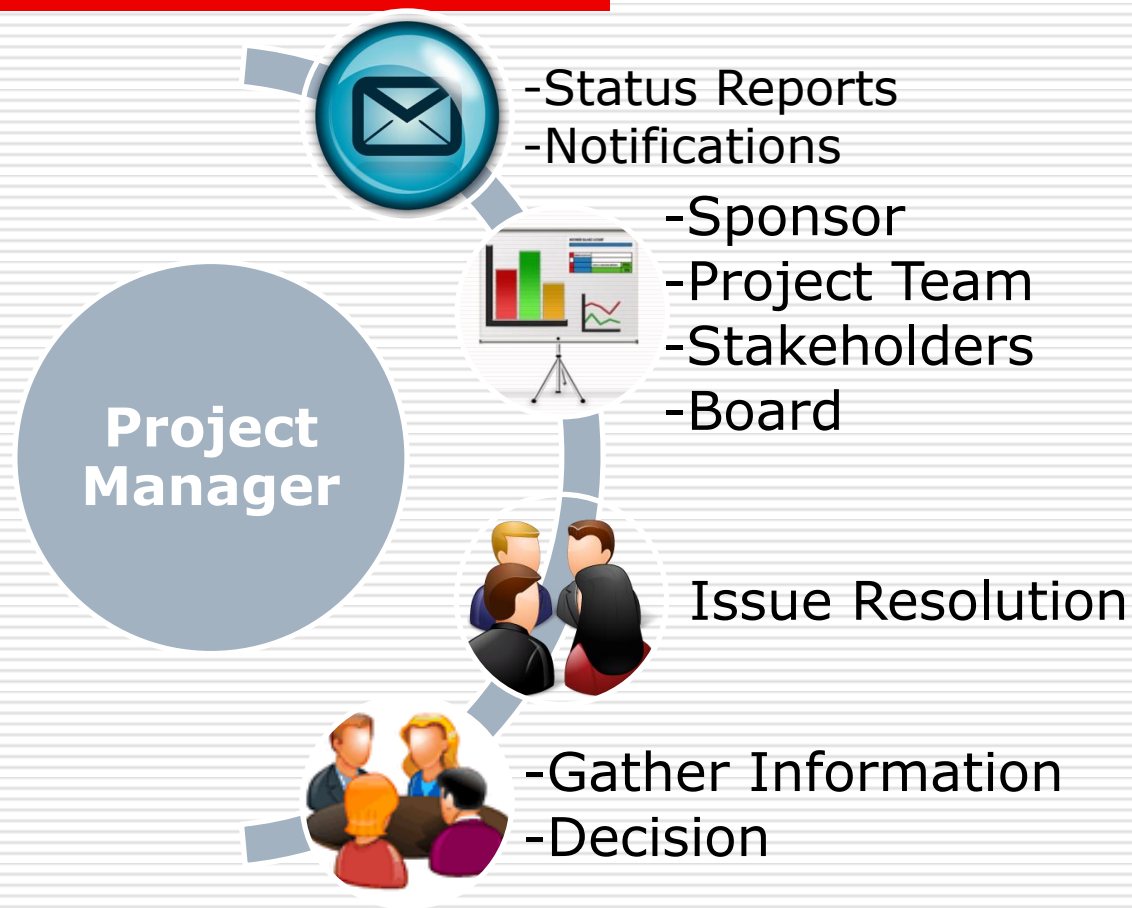
The Shannon-Weaver model of communication

Communication Channels

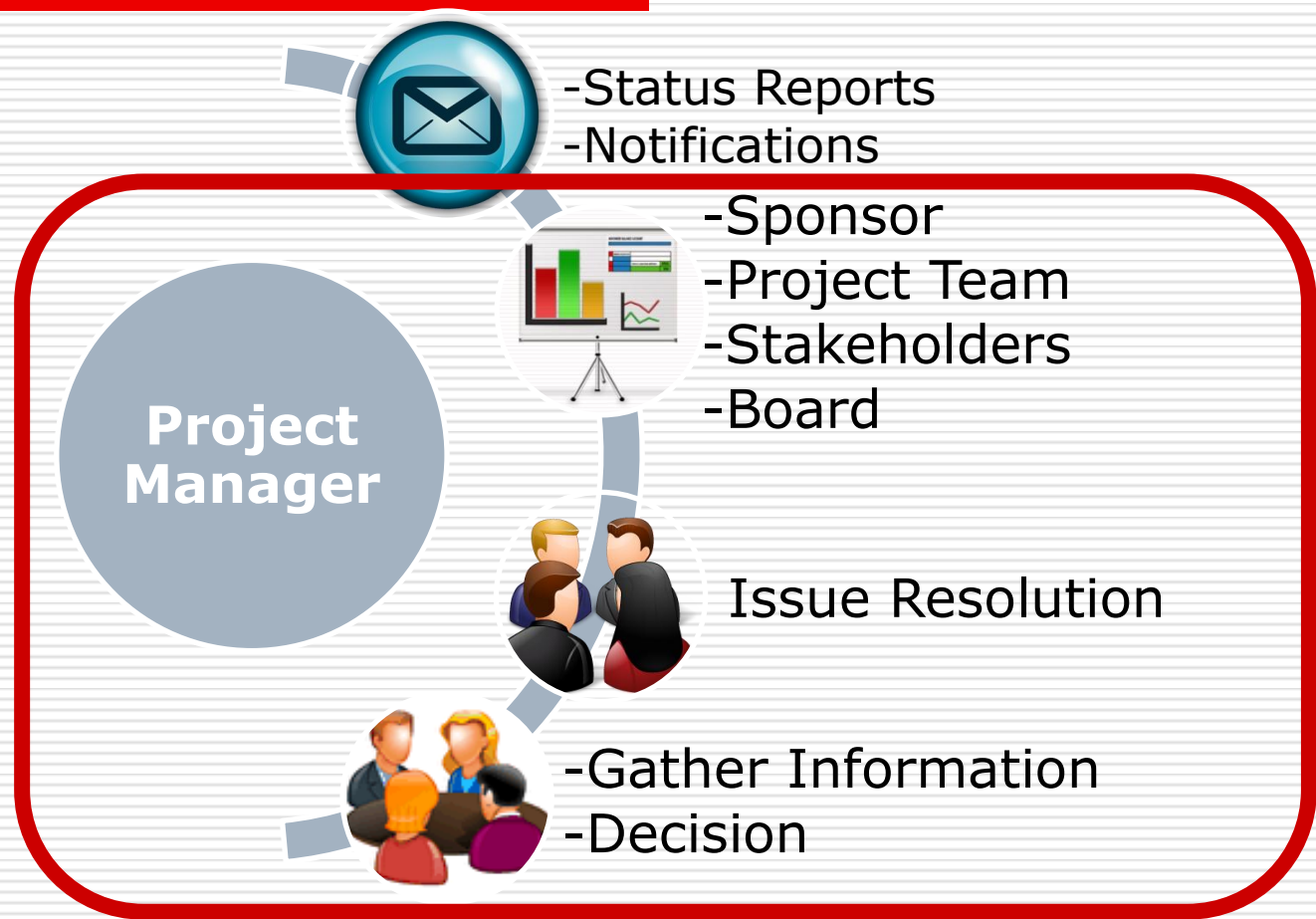
10 LEVELS OF INTIMACY IN TODAY'S COMMUNICATION



Project Manager Communication



Project Manager Communication



Real Life Conference Call



11/21/2014

Setting the Meeting Stage

- 1. Agenda-** got to have one.....
- 2. Objective.....** Why are you meeting?
What do you need to accomplish to call the meeting a success?
 - A decision?
 - A level setting?- A common understanding
 - A task assignment?
- 3. Key Attendees.....** Who needs to be in the meeting to achieve the objective?

The Agenda Hog

□ **Description:** doesn't read the agenda, comes with their pet issues or problems and monopolizes the time allotted.

□ **Mitigation Approach:**

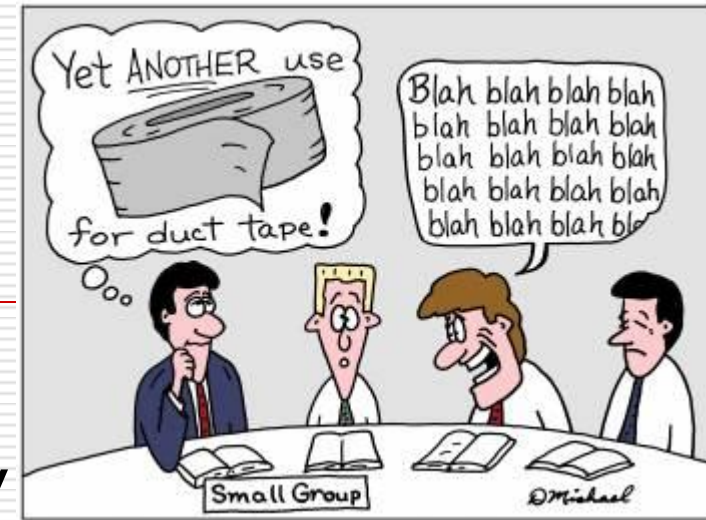
- Be aware
- Know the points of conflict
- Move him or her to front or back of agenda
- Add expectations in meeting invite

□ **Response Approach:**

- Take issue "offline"



The Watch Builder



- ❑ **Description:** provides you the complete history of the project or task issue from project inception to date.
- ❑ **Mitigation Approach:**
 - Be aware
 - Ask for a separate meeting – pre-meeting for venting
 - Move him or her to back of agenda
- ❑ **Response Approach:**
 - Time manage them during discussion

The Antagonist

- **Description:** comes to the meeting spoiling for a fight. Wants to argue about anything or everything...

Rebellious



- **Mitigation Approach:**

- Be aware
- Determine the hot button issues- What sets him/her off and review them in agenda (prepare)

- **Response Approach:**

- Candid discussion before or after the meeting based on concrete facts.

The Late to the Party Crasher

- **Description:** never arrives to the meeting on time.

Always “running late”

- **Mitigation Approach:**

- Be aware
- Set up a 30 minute reminder for the continually late
- Review agenda and move items where they have input to later part of agenda

- **Response Approach:**

- Prepare to adjust agenda on the fly - know the sequence
- Toxic Shame – Call out the late arrival



“No Show Joe”



- **Description:** triple books appointments and confirms attendance but never shows.
- **Mitigation Approach:**
 - Be aware
 - Explain the importance of his/her role in the meeting when confirming attendance
 - Designate an “angel” or helper to escort them to meeting – physically or virtually
- **Response Approach:**
 - Toxic Shame: Contact them during meeting

The Social “media” Butterfly

- **Description:** is on his or her cell phone texting or posting to twitter or Facebook during the meeting. #obnoxious
- **Mitigation Approach:**
 - Be aware
 - Plan on a no "cell phone" and no laptop Meetings
 - Designate them as scribe to do meeting note
- **Response Approach:**
 - Call out the disruptive behavior
 - Call them out to actively comment on discussion
 - “Be Here Now”



The Master “Multi-Tasker”

□ **Description:** is on multiple electronic devices working on e-mails and having IM/Lync chats all during your meeting.



□ **Mitigation Approach:**

- Be aware
- Plan on a no "cell phone" and no laptop meetings
- Plan on actively pulsing them throughout the meeting

□ **Response Approach:**

- Call them out to actively comment on discussion
- Toxic Shame: Comment on their disengagement

10 Tips to a Successful Meeting

1. Know your audience...Who needs to attend and who will attend are not always the same.
2. Known your objective.....Plan with the end in mind.
3. Know your agenda – and where conflict, noise and discussion will occur.
4. Know the time constraints..... If you have a 30 minute topic... don't schedule a 15 minute meeting.
5. Take notes, decisions and action items... follow-up and hold yourself and team accountable.

10 Tips to a Successful Meeting

6. Keep a “parking lot” and don’t be afraid to use it..... Sometimes great ideas come out that are not related to the topic at hand but do need to be captured.
7. Etiquette in the meetings..... Expect and enforce manners and civility.
8. Publish your meeting minutes in a timely fashion..... Notes from the previous meeting provided 30 minutes before the next (not useful).
9. If objective of meeting is accomplished early- reward participants with some time back.
10. If meeting will run long..... Ask participants if they can stay or request a follow-up call to continue topic.

Review

- ❑ Communication is 90% of PMs job
- ❑ Use the appropriate channel (avoid email at all costs)
- ❑ Tailor message for audience (WIIFM)
- ❑ Be aware of the Noisemakers
- ❑ Successful Meeting Tips
- ❑ Question & Answer