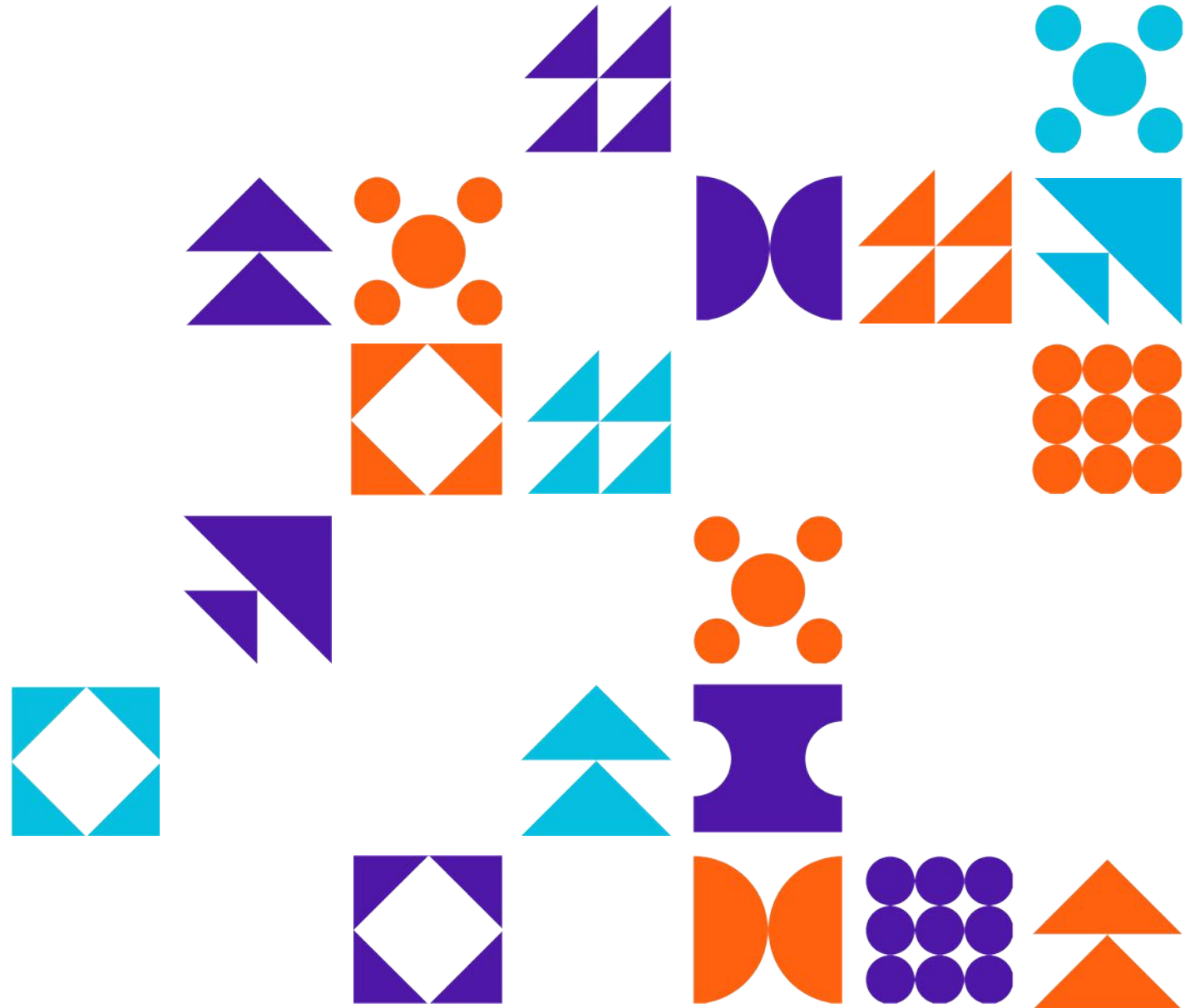


# Proactive Communications & Leadership Skills Essential in Times of Digital Change



# AGENDA



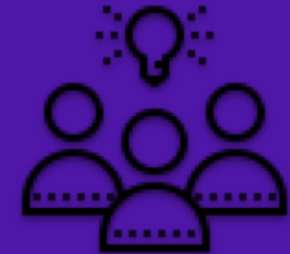
## CONNECT

Growth Mindset



## COMMUNICATE

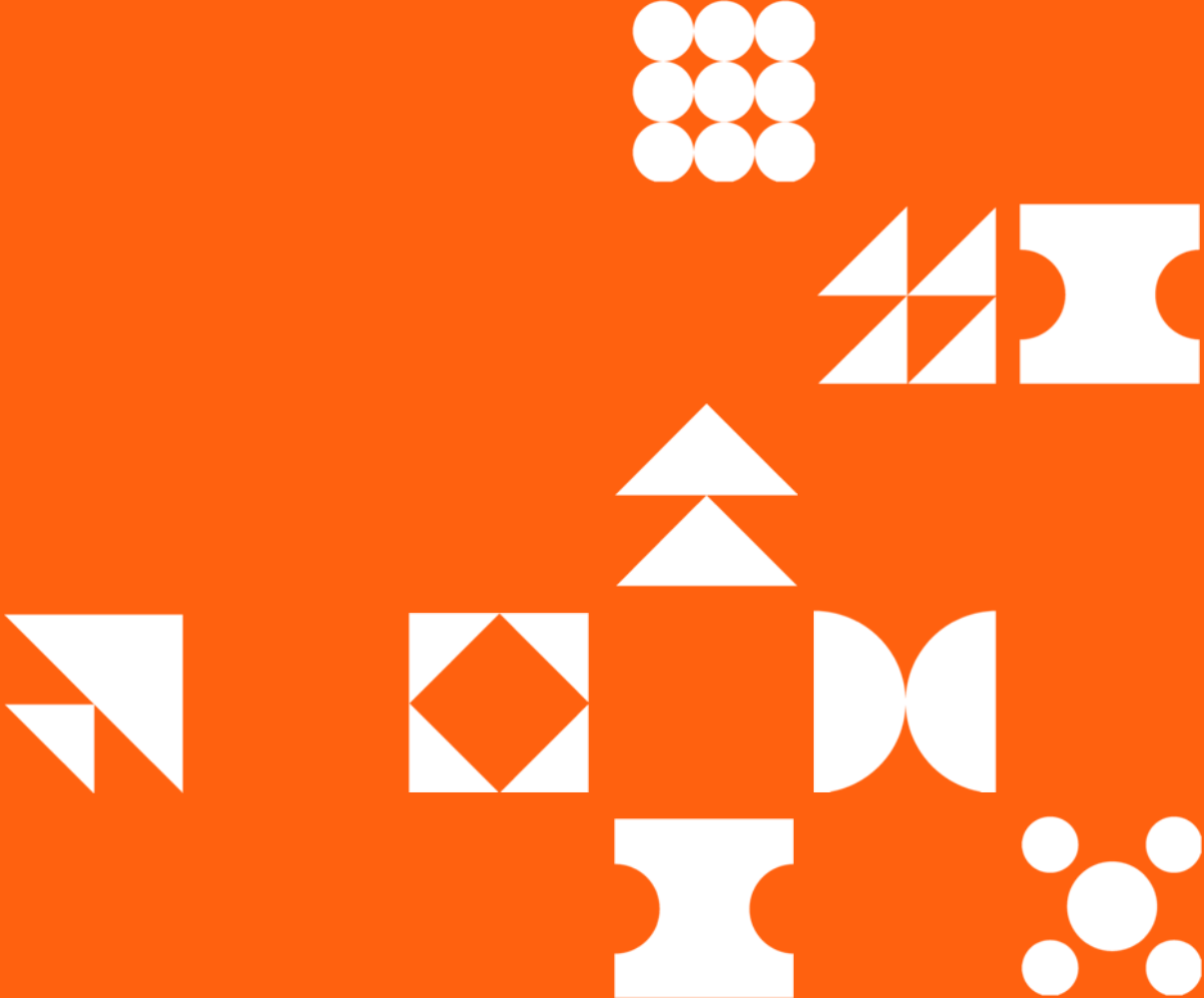
Proactive Communications  
Stakeholder Management  
Leadership



## COLLABORATE

The Team  
Get Involved

# CONNECT



# Connect.



## Growth Mindset

**Project management** is the discipline of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria. It is the application of knowledge, skills, tools, and techniques to project activities to meet the project requirements.

# 2014

PMP Certified

Commitment to  
continuously learn and  
improve my skills

Commitment to give back  
to the profession

# Growth Mindset



# 2012

Ironman Finisher

Commitment to learn something new: Endurance - Swim, Bike, Run.

Commitment to raise funds for Leukemia & Lymphoma.

**IRONMAN**

Swim: 2.4 Mile

Bike: 112 Mile

Run: 26.2 Mile

*“Success is no accident.  
It is hard work, perseverance,  
learning, studying, sacrifice, and  
most of all, **love** of what you are  
doing or learning to do.”*

- Pele





# Growth Mindset

You commit to mastering valuable skills regardless of mood, knowing passion and purpose come from doing great work, which comes from expertise and experience.

You use creative and innovative ideas to solve problems.

Failures are temporary setbacks.





# Growth Mindset



You keep up your confidence by always pushing into the unfamiliar, to make sure you're always learning.



You use creative and innovative ideas to solve problems.



## Harvard Business Review

### Employees in a “growth mindset” company are:

- 47% likelier to say that their colleagues are **trustworthy**
- 34% likelier to feel a strong sense of **ownership** and **commitment** to the company
- 65% likelier to say that the **company supports risk taking**
- 49% likelier to say that the company **fosters innovation**

November 2014 Issue

People with **growth mindsets** believe that intelligence, skills, and abilities can be developed, and they tend to enjoy challenges and strive to continually learn.

**Do you have a fixed or growth mindset?**

*“ It’s hard to beat a person  
who never gives up.”*

- Babe Ruth







CHANGE is...





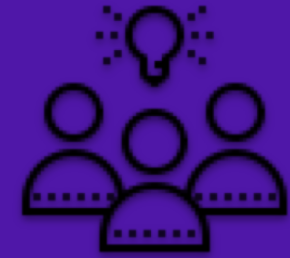
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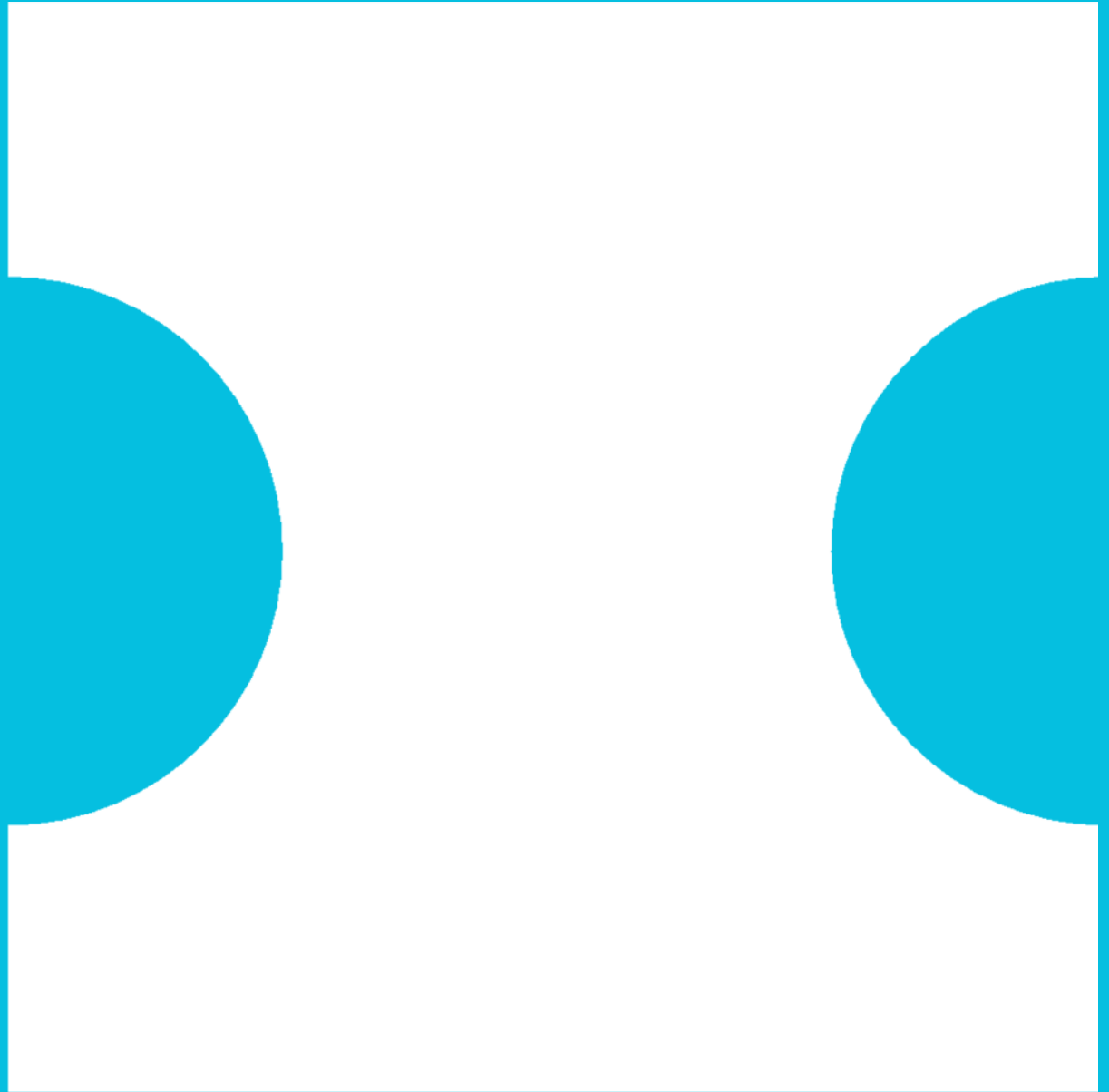


# COLLABORATE

The Team  
Get Involved



# PROACTIVE COMMUNICATIONS



# Proactive Communications



Keeps the project manager **in front of the curve** of the project, enabling teamwork, stakeholder management, effective decision making and accountability throughout the project lifecycle.



# Project Lifecycle



# Be agile. Be resilient. Adapt to change.

## Traditional vs. Agile PM

### Traditional:

- Plan what you expect to happen
- Enforce that what happens is the same as what is planned
  - Directive management
  - Control, control, control
- Use change control to manage change
  - Change Control Board
  - Defect Management

### Agile:

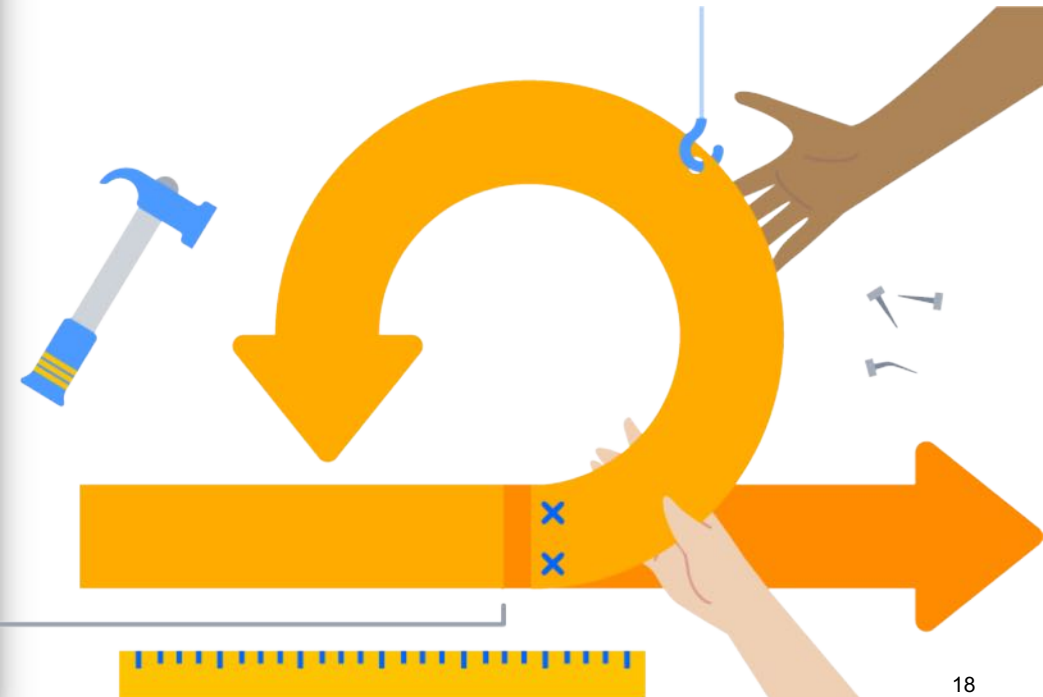
Plan what you expect to happen *with detail appropriate to the horizon*

### “Control” is through inspection and adaptation

- Reviews and Retrospectives
- Self-Organizing Teams

Use Agile practices to manage change:

- Continuous feedback loops
- Iterative and incremental development
- Prioritized backlogs



# Proactive communication is respect.

The more information you give stakeholders, it's likely that you'll:

- minimize miscommunication
- limit confusion
- stay within budget
- not miss deadlines
- “Status- ON TRACK”



# Clear. Concise. Consistent. Communications.

## Communicate

- Keep everyone in the loop from the beginning until you close the project.
- All communications should be catered to each stakeholder or target audience.
- Know your audience

## Send meeting notes & status updates

- ALWAYS send meeting notes after a discussion with a stakeholder.
- The reminder of what was said, the outcomes and next steps is key.



## Transparency

- Develop trust at the beginning of the project
- So you can share the good, bad and ugly news with all your stakeholders when you need.

## Add value to calendar invitations

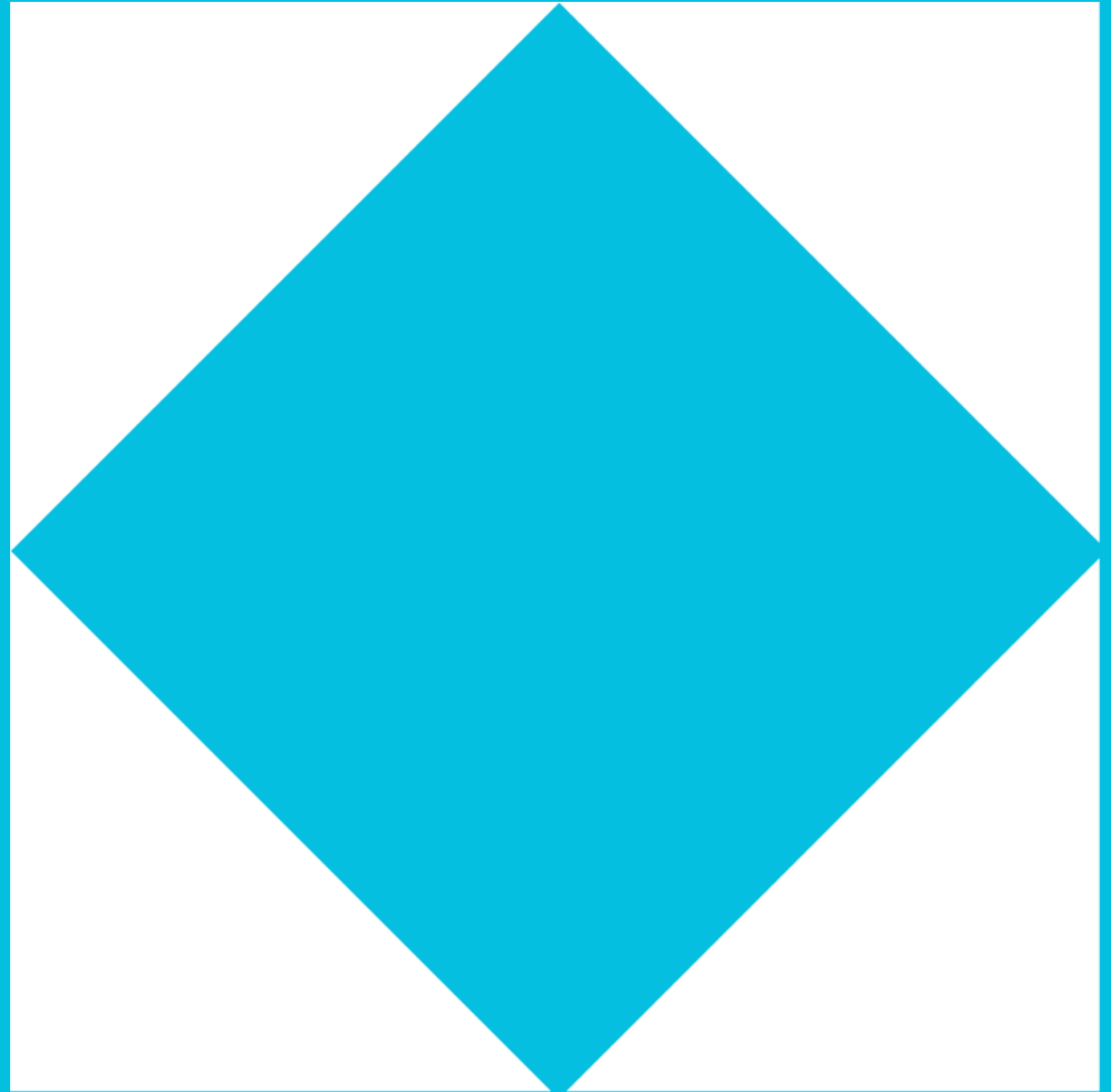
- Add objectives and outcomes in the body of the meeting request.
- Give stakeholders a reasons to accept your meeting invites.
- “Heads up” - why they should come to your meeting.



What strategies and tips have worked for you in stakeholder management?

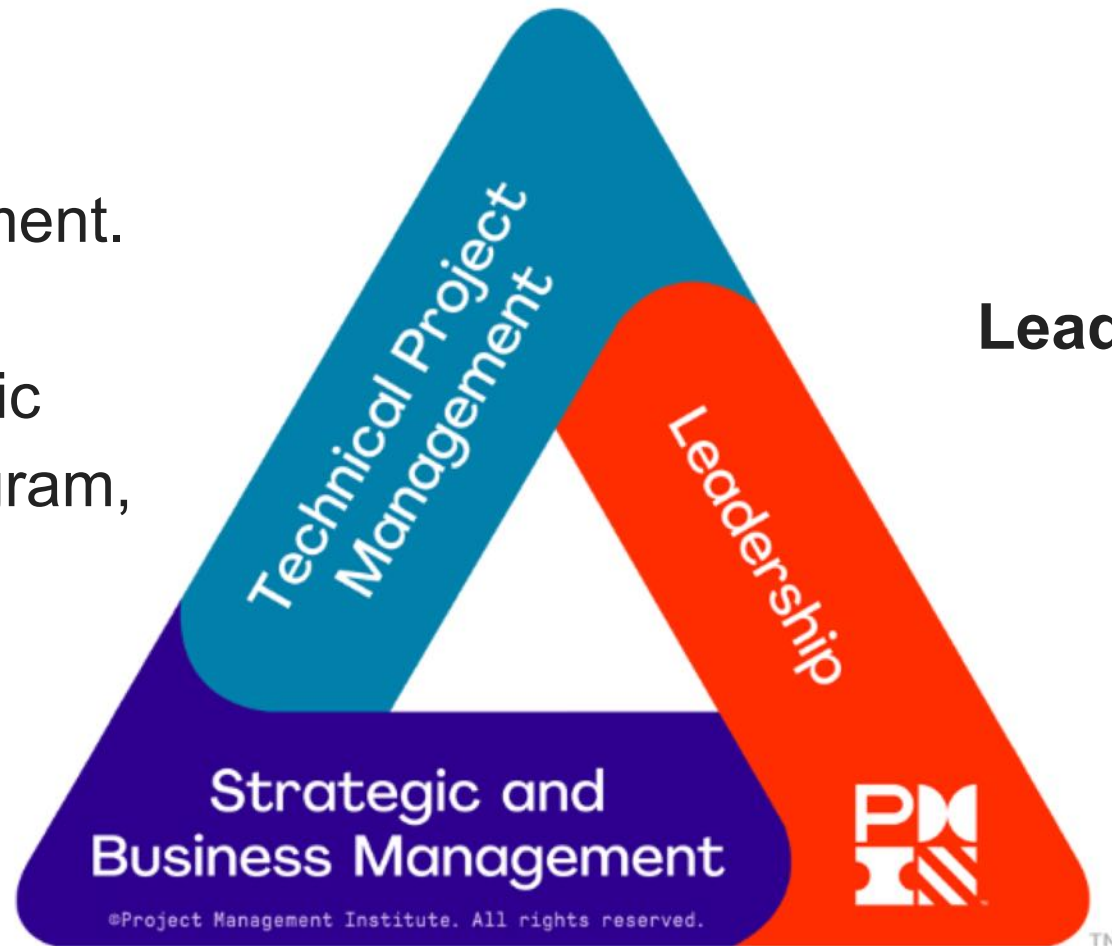


# LEADERSHIP



# PMI Talent Triangle

**Technical** project management.  
The knowledge, skills, and behaviours related to specific domains of the project, program, and portfolio management.



**Leadership**

**Strategic** and business management



## **Servant Leader**

A servant leader demonstrates commitment to serve and put other people first. Agile approaches emphasize servant leadership as a way to empower teams.

## **Transactional**

Rewards are based on accomplishments against goals.

## **Transformational**

Empowering, motivating and inspiring the team members.

## **Charismatic**

Able to inspire; is high-energy, enthusiastic, self-confident; holds strong convictions.

## **Interactional**

A combination of transactional, transformational, and charismatic leadership styles.





Which leadership skills are essential in times of change?

Vision  
Ethics  
Integrity  
Communication  
Critical Thinking  
Growth Mindset  
Empathy  
Great Listener  
Positivity  
Compassionate  
Humility

Emotional Intelligence  
Passion  
Prepared  
Embraces Change  
Faith in their Beliefs  
Ability to Motivate & Inspire  
Makes Hard Choices  
Earned Respect of the Team  
Know the Team  
Mastery  
Authentic

## 4 kinds of behavior account for effectiveness

1. Be Supportive
2. Operates with strong results orientation
3. Seek different perspectives
4. Solves problems effectively

# 89%

Four kinds of behaviour account for leadership effectiveness.





*“Trust in your leadership skills. Be proactive. Speak up. Jump in. Lead. Get involved and show up as the best leader you can be!”*

- Gladys Northey

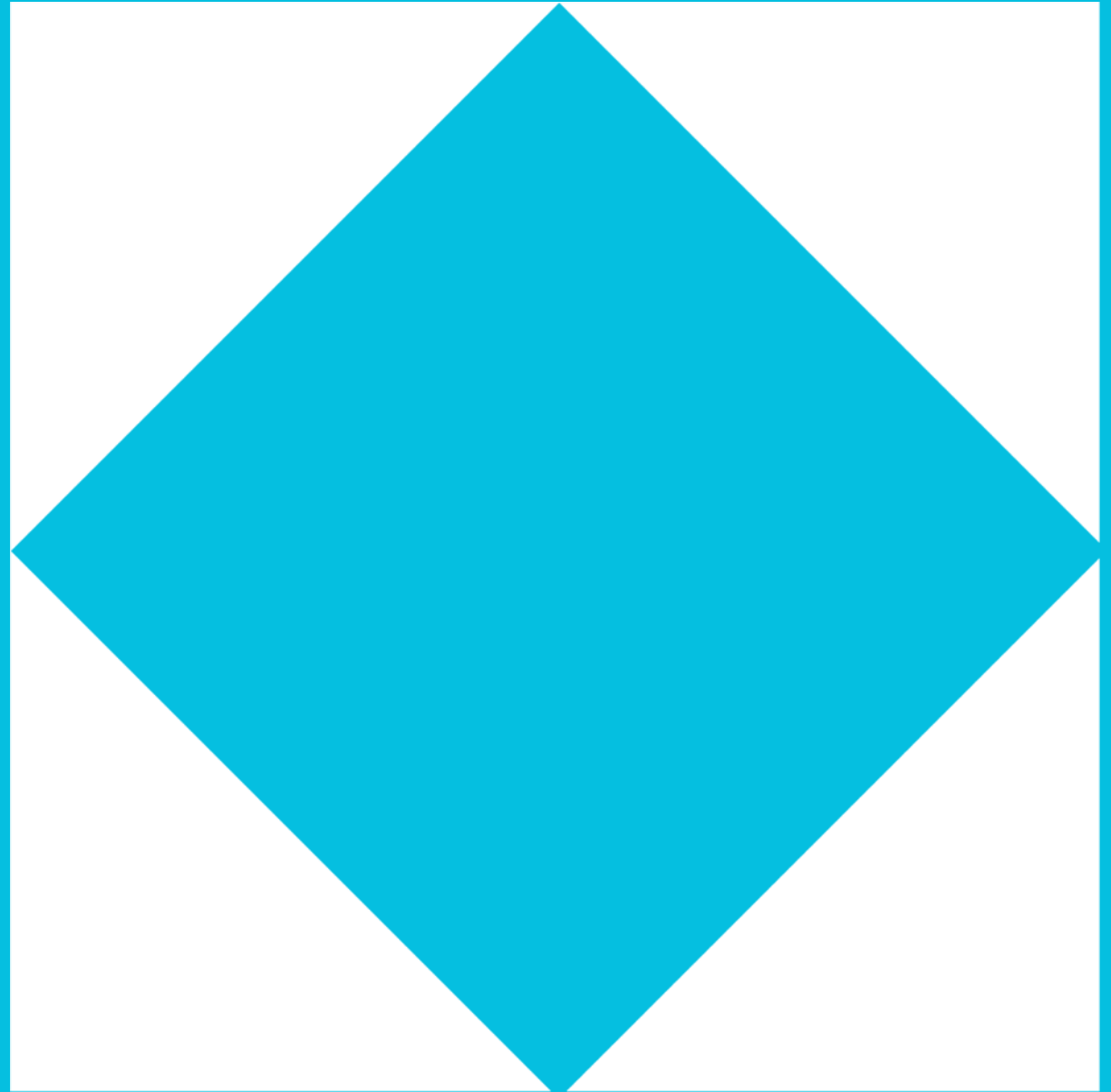


Get involved.  
Develop your leadership skills.

# BOOK CLUB

Meets on Tuesdays

@7:30-8:30 p.m. GMT





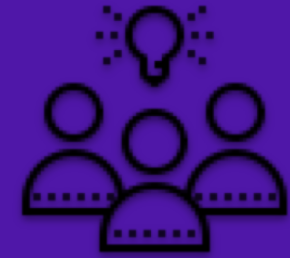
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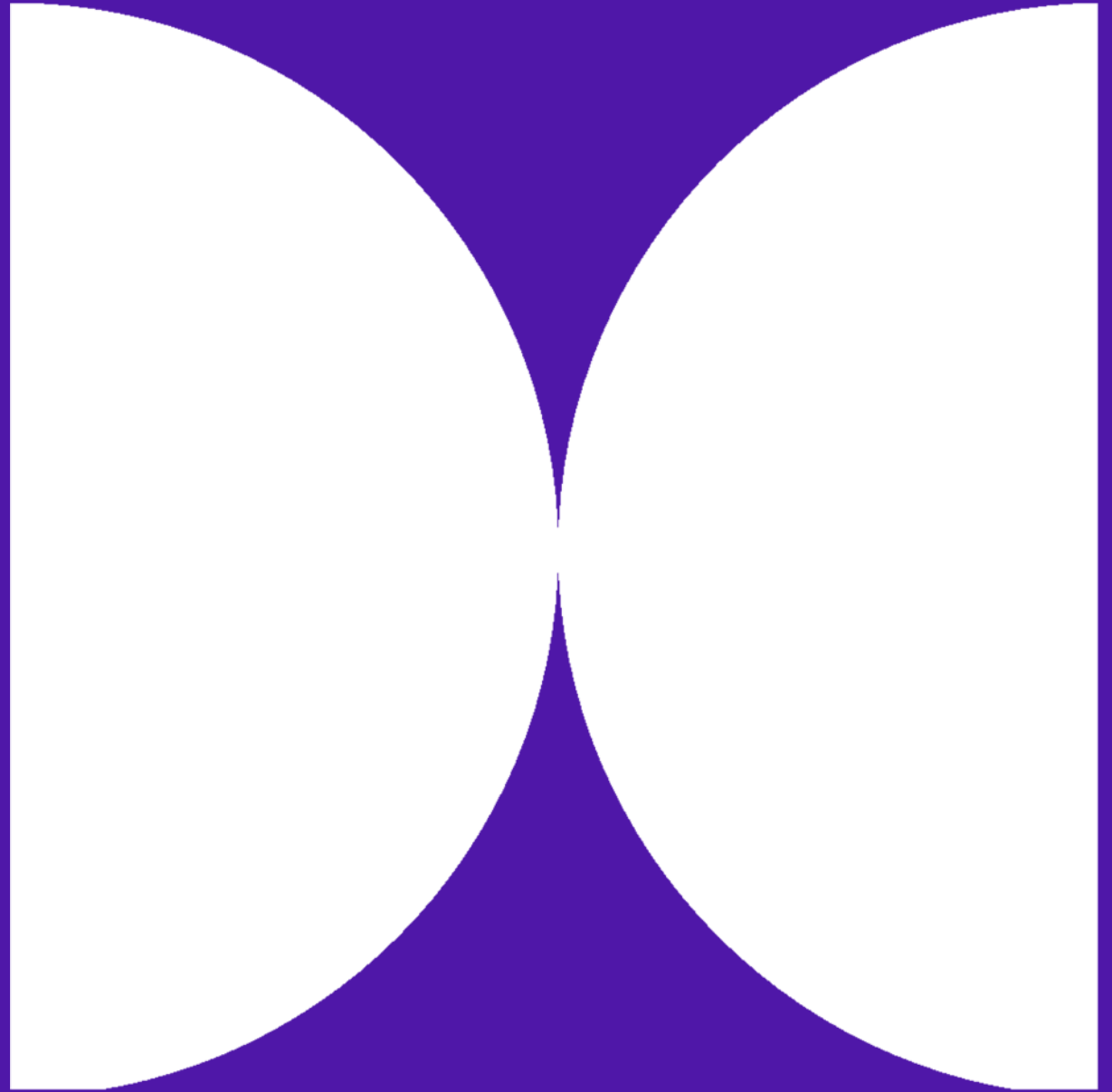
Proactive Communications  
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Leadership



# COLLABORATE

The Team  
Get Involved

COLLABORATE



# The Team



**Sarah**  
Designer



**Emilia**  
Project Manager



**Samuel**  
Copywriter



# What are Character Strengths?

Your character strengths are the qualities that come most naturally to you.

**Every individual possesses all 24 character strengths** in different degrees, giving each person a unique character strength profile.

Research reveals that **people who use their strengths a lot are 18x more likely to be flourishing** than those who do not use their strengths.



## The VIA Classification of 24 Character Strengths

ViaCharacter.org

<b>WISDOM</b>	<b>CREATIVITY</b> <ul style="list-style-type: none"> <li>Originality</li> <li>Adaptive</li> <li>Ingenuity</li> </ul>	<b>CURIOSITY</b> <ul style="list-style-type: none"> <li>Interest</li> <li>Novelty-Seeking</li> <li>Exploration</li> <li>Openness</li> </ul>	<b>JUDGMENT</b> <ul style="list-style-type: none"> <li>Critical Thinking</li> <li>Thinking Things Through</li> <li>Open-mindedness</li> </ul>	<b>LOVE OF LEARNING</b> <ul style="list-style-type: none"> <li>Mastering New Skills &amp; Topics</li> <li>Systematically Adding to Knowledge</li> </ul>	<b>PERSPECTIVE</b> <ul style="list-style-type: none"> <li>Wisdom</li> <li>Providing Wise Counsel</li> <li>Taking the Big Picture View</li> </ul>
<b>COURAGE</b>	<b>BRAVERY</b> <ul style="list-style-type: none"> <li>Valor</li> <li>Not Shrinking from Fear</li> <li>Speaking Up for What's Right</li> </ul>	<b>PERSEVERANCE</b> <ul style="list-style-type: none"> <li>Persistence</li> <li>Industry</li> <li>Finishing What One Starts</li> </ul>	<b>HONESTY</b> <ul style="list-style-type: none"> <li>Authenticity</li> <li>Integrity</li> </ul>	<b>ZEST</b> <ul style="list-style-type: none"> <li>Vitality</li> <li>Enthusiasm</li> <li>Vigor</li> <li>Energy</li> <li>Feeling Alive</li> </ul>	
<b>HUMANITY</b>	<b>LOVE</b> <ul style="list-style-type: none"> <li>Both Loving and Being Loved</li> <li>Valuing Close Relations with Others</li> </ul>	<b>KINDNESS</b> <ul style="list-style-type: none"> <li>Generosity</li> <li>Nurturance</li> <li>Care &amp; Compassion</li> <li>Altruism</li> <li>"Niceness"</li> </ul>			<b>SOCIAL INTELLIGENCE</b> <ul style="list-style-type: none"> <li>Aware of the Motives/Feelings of Self/Others</li> <li>Knowing what Makes Other People Tick</li> </ul>
<b>JUSTICE</b>	<b>TEAMWORK</b> <ul style="list-style-type: none"> <li>Citizenship</li> <li>Social Responsibility</li> <li>Loyalty</li> </ul>			<b>FAIRNESS</b> <ul style="list-style-type: none"> <li>Just</li> <li>Not Letting Feelings Bias Decisions About Others</li> </ul>	<b>LEADERSHIP</b> <ul style="list-style-type: none"> <li>Organizing Group Activities</li> <li>Encouraging a Group to Get Things Done</li> </ul>
<b>TEMPERANCE</b>		<b>FORGIVENESS</b> <ul style="list-style-type: none"> <li>Mercy</li> <li>Accepting Others' Shortcomings</li> <li>Giving People a Second Chance</li> </ul>	<b>HUMILITY</b> <ul style="list-style-type: none"> <li>Modesty</li> <li>Letting One's Accomplishments Speak for Themselves</li> </ul>	<b>PRUDENCE</b> <ul style="list-style-type: none"> <li>Careful</li> <li>Cautious</li> <li>Not Taking Undue Risks</li> </ul>	<b>SELF-REGULATION</b> <ul style="list-style-type: none"> <li>Self-Control</li> <li>Disciplined</li> <li>Managing Impulses &amp; Emotions</li> </ul>
<b>TRANSCENDENCE</b>	<b>APPRECIATION OF BEAUTY &amp; EXCELLENCE</b> <ul style="list-style-type: none"> <li>Awe</li> <li>Wonder</li> <li>Elevation</li> </ul>	<b>GRATITUDE</b> <ul style="list-style-type: none"> <li>Thankful for the Good</li> <li>Expressing Thanks</li> <li>Feeling Blessed</li> </ul>	<b>HOPE</b> <ul style="list-style-type: none"> <li>Optimism</li> <li>Future-Mindedness</li> <li>Future Orientation</li> </ul>	<b>HUMOR</b> <ul style="list-style-type: none"> <li>Playfulness</li> <li>Bringing Smiles to Others</li> <li>Lighthearted</li> </ul>	<b>SPIRITUALITY</b> <ul style="list-style-type: none"> <li>Religiousness</li> <li>Faith</li> <li>Purpose</li> <li>Meaning</li> </ul>



# Character Strength Survey (Free)

Take the survey to determine your character strengths.

<http://ProactiveCommunicationsPMIGHANA.pro.viasurvey.org>

Have your team take the survey.

Use the results in a team building exercise.

Build trust.



The VIA Classification of 24 Character Strengths

ViaCharacter.org

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# Collaborate. Get Involved. Network.



	<b>540 Member</b>
New Members in 2019-2020	<b>116</b>
PMP® Members	<b>307</b>
CAPM® Members	<b>2</b>
PgMP® Members	<b>4</b>
PMI-SP® Members	<b>2</b>
PMI-RMP® Members	<b>3</b>
PMI-ACP® Members	<b>5</b>
PfMP® Members	<b>1</b>
PMI-PBA® Members	<b>5</b>

# 540

Total Members with Certification

# 231

Members with no Certification



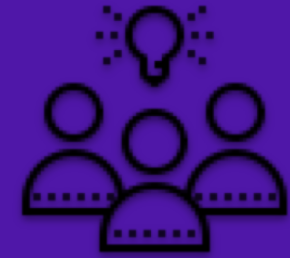
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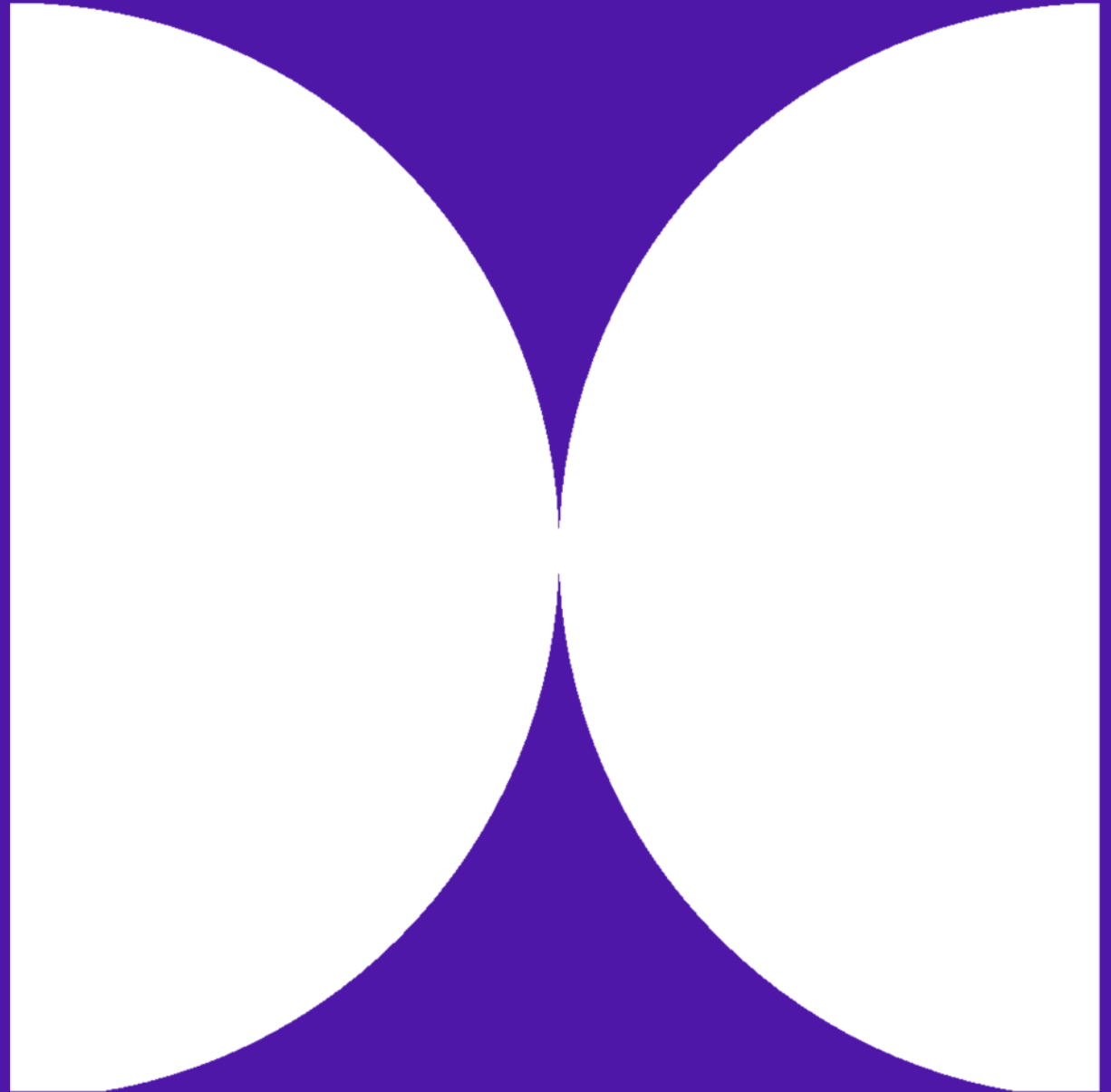
# COLLABORATE

The Team  
Get Involved



*“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them **feel.**”*

-Maya Angelou







**Project  
Management  
Institute.**

**THANK YOU**



Gladys Nortey

[Gladys@norteysolutions.com](mailto:Gladys@norteysolutions.com)

**norteysolutions**

