



# People Management in Project Management

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Understanding, Managing and  
Delivering People's Expectation



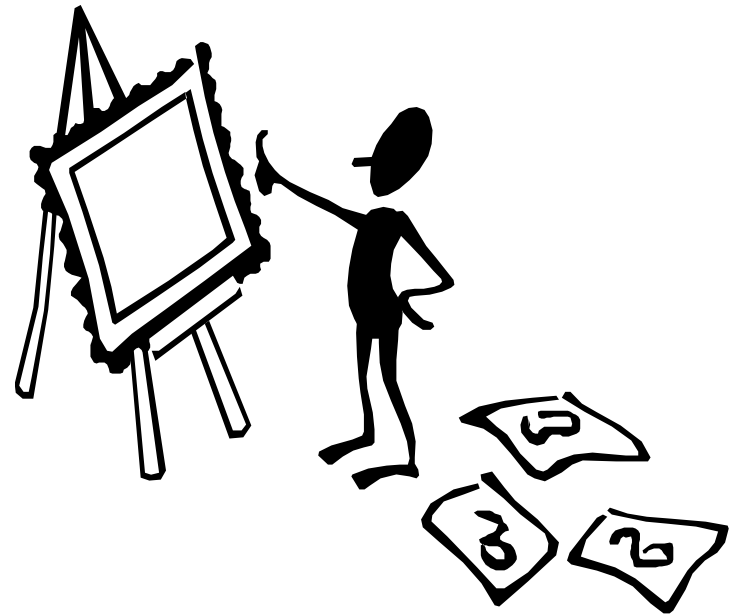
# What is People Management

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- People “Get Things Done”
- Effective management of people around you to produce outstanding results
- People Management is about doing few things right to achieve bigger goals

# Understanding, Managing & Delivering People's Expectation

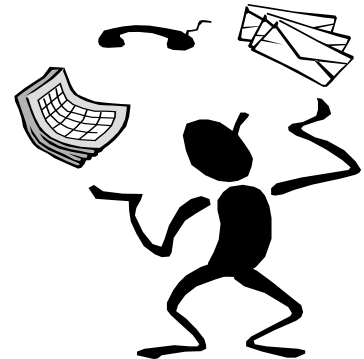
- Understanding
  - Position Roles
  - Personal Traits
  - Unknown Agenda



# Understanding, Managing & Delivering People's Expectation

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- Managing
  - Management flexibility
  - Evaluation and Plan
  - Communication



# Understanding, Managing & Delivering People's Expectation

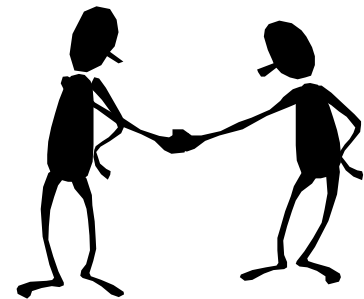
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- Delivering
  - Expectations
  - Reward & Recognitions
  - Set path to their future success

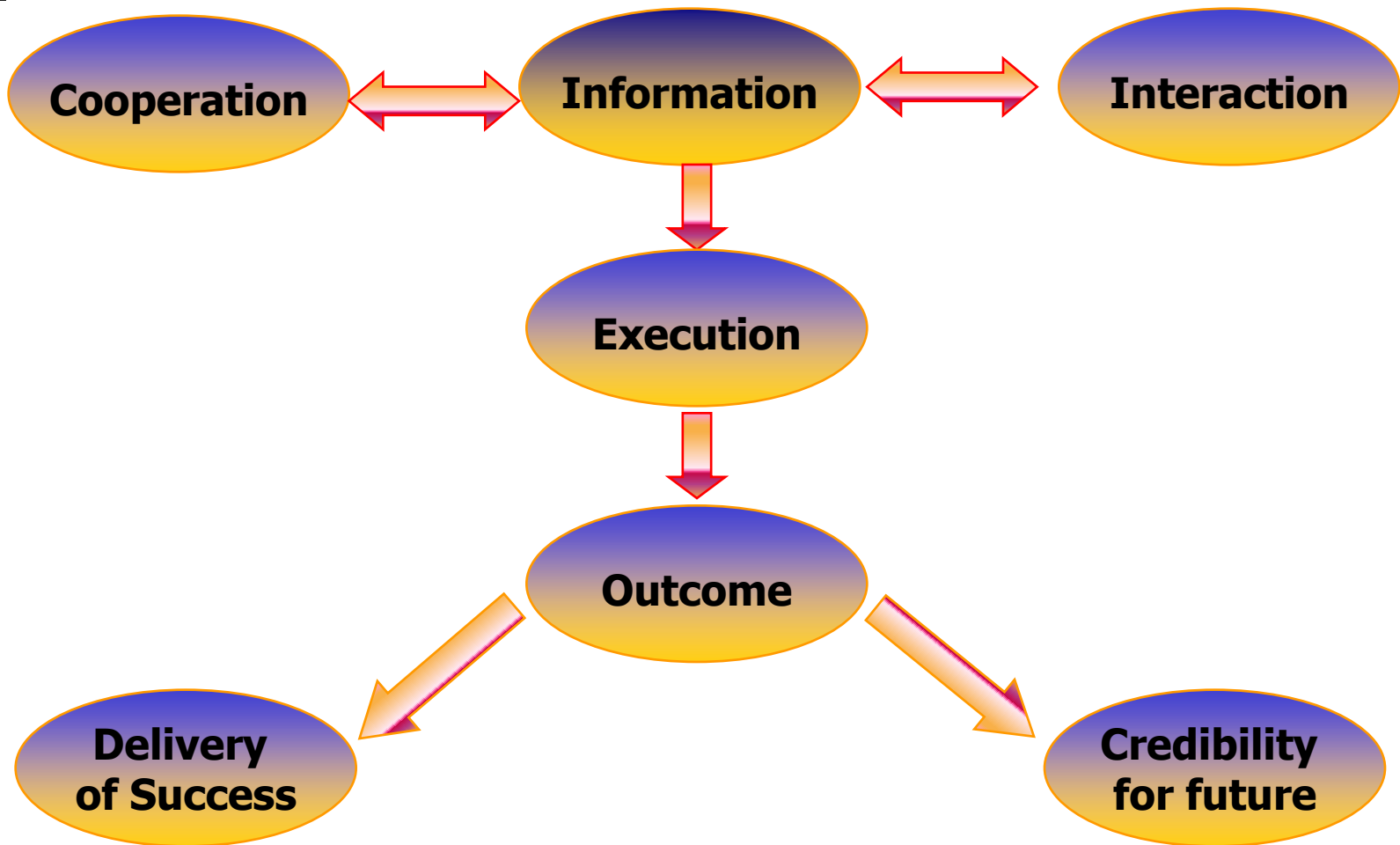


# Key Stakeholder Categories in a Project

- Project Manager
  - Manage the project
- Sponsor – Direct Influence
  - Responsible for end result
- Project Team Member– Direct Influence
  - Various job positions
- Functional Manager – Direct Influence
  - Specialized in particular functions
- Non Project Team member – Indirect Influence
  - Various job positions
- Peer – Indirect Influence
  - Other PMs or similar Role



# Benefits of People Management





# Group Work Objective

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- Role playing
  - Understand the roles. “Put yourself in other’s Shoes”
- Share and Learn
  - Your experience and learn from others
- Lessons Learned
  - Understanding, Managing and Delivering Expectations from your case study



# Group Work Process – 20 Min

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- Introduce yourself (Name and Role – Personal)
- Review Case Study
- Identify and review your roles
  - Do not share your Role Description
  - PM will not have Role Description
- Group to identify the problems
- Group to create approach to handle problems
  - Stakeholder roles play their roles without revealing Role Description
- Discussions and Document “Key Lessons Learned”
- Stakeholder to reveal the Role Description
- Identify gaps and update “Key Lessons Learned” worksheet
- Identify Presenter
- Final presentation to the larger group



# Presentation to the Group

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- Description of the Scenario
- Describe the problem
  - Understanding
- Describe the resolution
  - Managing and Delivering
- Key Lessons Learned



# Work shop Closing

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- Key Lessons Learned – Entire Group
  - Understanding
    - 3 Examples
  - Managing
    - 3 Examples
  - Delivering
    - 3 Examples

# Understanding, Managing & Delivering People's Expectation

- Q & A

