Practical Project Management for Remote Teams - Communications

ACN Flash Webinar
September 15, 2020
Practical Project Management is a standard process by which projects are planned, implemented, and evaluated.*

* amw definition
Why Does Project Management Matter?

• Management of Workloads and Communication
• Effective and Efficient Use of Limited Resources
• Strategy for Implementation and Evaluation
  • Onboarding and Institutional Memory
Project – temporary endeavor to create a unique result

Program – a group of projects managed in a coordinated way

Portfolio – projects, programs and operations managed as a group to meet strategic objectives
PM Cycle

Close
- AAR / Post-Mortem
- Internal Documentation
- Reporting
- Thank Yous, Congratulations & Parties

Monitor & Evaluate
- Milestones & Deliverables
- Surveys & Focus Groups
- Communicating
- Success Stories
- Best Practices / Lessons Learned
- Reporting

Assess
- Surveys
- Research
- Grant opportunity
- SWOT
- Resources

Plan (or Workplan)
- Objectives / Evaluation
- Activities / Tasks
- Milestones
- Resources
- Budget
- Gantt Chart / Timeline
- Evaluation Plan
- Communication Plan

Do
- Tracking
  - Time
  - Budget
- Managing risks
- Communicating

Implement / Do

Assess / Identify

Close & Celebrate
What communications issues are you running into working remotely?

What communications issues did you have before you started working remotely?

Coordinate v Communicate

- Communication – the imparting or exchanging of information or news
- Coordination – the organization of the different elements of a complex body or activity so as to enable them to work together effectively.

Cannot coordinate without communication, but you can communicate without coordinating

Is your organization communicating or coordinating?
Communication/ Coordination - Tools

- Email, phone, text, DM
- Checklists (digital, analog)
- Calendars
  - Annual
  - Team
  - Individual
- Shared Drive
- Project Plans
- Gantt (detailed, modified)
- Comms Plans (internal, external) - RACI chart
- Evaluation Plans (project, organization)
- Annual Workplans
- Strategic Plans
Coordinate/Communicate - RACI

**R**esponsible, **A**ccountable, **C**onsulted, **I**nformed

**RACI.** A common type of responsibility assignment matrix that uses responsible, accountable, consult, and inform statuses to define the involvement of stakeholders in project activities.

Coordinate/Communicate - RACI

**Responsible, Accountable, Consulted, Informed**

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Which Communication Channel?

What is the purpose of your communication?

Communicate Information → Email → Are you sure?

Start a Conversation / Coordinate Activities

Is it time sensitive?

No → IM – can be used to replace an email or a 1-on-1 call, but should be avoided in case others need to be looped in later

Yes → Phone / Zoom

How many people will be included?

1 → No

2 - 3 → Slack

4+ → Yes

Slack be used instead of phone when there are 4+ people, but think about whether the goal is to discuss options (slack) or making decisions (phone).
Key Take-Aways

• "Certifiable" project management is much more rigid, "Practical" PM skills are essential to nonprofits
• PM is key for planning, implementation, and institutional memory
• Communication happens at every stage of the PM cycle
• Communication is good, coordination is better
• Tools are only as good as their users
Thank you!

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