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**Welcome to our November Newsletter!**



The Project Solvers' office is located at The Old Pickle Factory, Suite 216A, in Pittsford.

Welcome to our November newsletter! Wow was October busy, traveling to DC for the PMI Leadership conference, finishing up my 2nd class with Boston U, and then taking a quick personal trip to Vegas with my husband (no kids, yay!). Not to mention the seminars we did! Al was in Turkey for two weeks celebrating his wife's birthday (what a birthday present!). We're trying to get him to put his pictures on Facebook so we can see where they went. By the way, if you go to PMI Rochester's facebook page you can see the pictures from DC.

Resource management as our theme. We have a great speaker and topic at our November 12th AM on PM, **Stacy Munechika** will be discussing how poor decision-making can sink projects—and how to prevent that from happening. Our podcast is also on how to improve your decision-making ability as is Al's Angle below.

Have a great month!

-Enjoy  
Joanne



For this month we are transitioning to Human

**Al's Angle — Six Steps for Better Decision-Making**

I have been watching the Apprentice on TV and have found that decision making seems to be one of their biggest problems. I blame it on a number of factors (one of which is that they are NOT project managers) the other is the struggles that managers face when making decisions.

If you review the struggles and know how it affects you then your decision making process will improve. Remember that decision making is an ongoing process that is "honed" over time and experience. So what are the issues to making a decision?

- Fear of failure
- Lack of ability to understand the process in making decisions.
- Procrastinating; this is the big one let the other guy make the decision and keep out of the line of fire
- Lack of understanding of what you are deciding on.

Whatever the "Struggles", there are 6 steps that you can follow when taking any decision.

- 1. Problem Definition** - need to be absolutely clear on the problem you are trying to reach a decision on. We all learned this in our PMP training but even today many managers do not fully understand the problem.
- 2. Assess the implications.** All decisions have implications; know what they are but do not lament over them.
- 3. Explore different perspectives-** how others will see your decision.
- 4. What is your ideal outcome.** It is easy to get lost in the detail and circumstances, understand what outcome you want from the decision.
- 5. Weigh up pros and cons.** List the pros and cons. How many time have you heard this-do you do it??
- 6. Finally decide and act.** Commit to a choice and make it happen. Here is where procrastination comes into play. Understand that it is okay to make

[continued from AI's Angle]

wrong decision, you are human, BUT learn from it. Do not wait for the other guy or your supervisor to make the decision.

At the end of the day there is no magic formula for decision making. Follow these simple rules, learn from your mistakes and trust in your judgment and you will win more than you lose.

of quality.

-AI

Please send comments to agubiotti@theprojectsolvers.com

**AM on PM Forum on Human Resource Mgmt Nov 12th— Spotting the Iceberg**

This month we will be hearing from Kodak Engineering Manager **Stacy Munechika, PMP** with a presentation entitled, "Spotting the iceberg: how to stop hidden decision traps from sinking your projects". Stacy says that poor judgment leads to poor decisions and eventually to the breakdown of the project. But, how do we know that we are making the right decisions?

At November's Forum we'll learn what causes poor decisions and which tools can ensure better ones.

Date: Friday, **November 12th**

Time: 7:30am-9:00am

Location: Medaille College, 1880 Winton Rd, Rochester, NY

Cost: \$10

Pre-registration is appreciated for accurate headcount.

Bagels and Coffee Provided.

[Click here to register.](#)



**So What's New?**

Congratulations go out to our recent PMP boot camp alumni, **Hugo Munoz Chavez** for passing his PMP exam! We're hoping that your success is also inspiring your classmates to quickly follow suit—great job! Are you a PMP boot camp alumni and passed your PMP exam recently? Let us know!

Andrew Battisti and I attended the PMI Leadership Meeting in Washington DC this past month. We learned an amazing amount and

got to see PMI's new CEO-to-be, Mark Langley, as well as our current CEO, Greg Ballestrero. We met many of our fellow officers from other PMI chapters and learned more about happenings and initiatives taking place within PMI. PMI has a new brand, you'll notice it on their brochures, websites, and mailings.

I attended the REP breakfast while there and learned about upcoming changes to the PMP exam. Beginning in September 2011 the breakdown of

questions to KAs and Process Group will change and the Professional Ethics section will disappear as a separate section and become integrated into the other KAs. Then in 2012 PMI will introduce the 5th edition of the PMBOK. I've signed on to be a reviewer so I will keep you all posted! This should also inspire you to hurry up and take your exam before mid-year of next year before things change.

**The Project Solver's Services**

At The Project Solver's we offer a number of services above and beyond public seminars. Here's a list of what else we do:

- Chapter meeting and association presentations on a variety of PM-related topics
- Project/Program Manager Placement
- Project/Program Manager coaching
- Project issues consulting

- MS Project consulting
- PMO set-up
- Custom training at your site
- Re-sale of project management software tools and books such as:
  - MS Project
  - WBS Chart Pro (we provide a discount off retail)
  - MindMapper (with a discount

- off retail)
- Steve Tylock's LinkedIn Personal Trainer book
- Extra class workbooks

Don't forget also that we are a NYS certified Woman-owned Business Enterprise and a registered government supplier!

Not located in Rochester, NY? We also travel. We can arrange for any of our workshops and seminars at your location or at a venue nearby.

## Upcoming Public Seminars



### INTRODUCTION TO AGILE PROJECT MANAGEMENT— Earn 8 PDUs!

**Friday, Dec 17th, 2010**

You are familiar with the concepts of traditional project management and may have used the concepts to manage multiple projects. For projects in which the requirements are continuously changing, you may need a more proactive project management approach; Agile!

This course is intended for anyone who wants to efficiently manage projects that experience frequent changes in user requirements or desires to learn about Agile.

[<<Click here for info or to enroll>>](#)

### 'PMP IN FOUR' EXAM PREP BOOTCAMP— Earns 35 Contact Hours/PDUs!

Take the accelerated path to your PMP by way of our bootcamp in four consecutive weekdays OR four consecutive Saturdays. It's part of our 'PMP in Four' initiative which brings you alternate scheduling options that will fit your schedule. Note: we offer a special rate if you are unemployed. Contact us directly.

Watch the schedule for our next weekday boot-camp!

**Do in four weekdays (Thurs, Fri, Mon, and Tuesday):**

[Click here for more on the Dec 2nd, 3rd, 6th, 7th offering.](#)

We are also offering our CAPM bootcamp during the same week.

The Certified Associate in Project Management (CAPM) is a fairly new credential and now you can get training for the exam here in Rochester. This course is designed for:

- The new project manager
- Those wanting to make the transition into project management



### MS PROJECT 2007, Basics and Beyond Earn 16 PDUs!

**Next offered November 15-16th**

Learn what's new in Project 2007. Learn the basics as well as advanced techniques such as resource sharing, creating budgets and tracking costs, customizing views, and interfacing with other applications. Note that we are offering this seminar at a special rate if you are unemployed.

[Click here to register or for more info.](#)

### Stay Tuned for New Course Offerings in 2011!!

**ONLINE:** The Successful Leader: Leading and Managing Change

**Cost:** \$79.00

Whether adopting new technology or adapting to a drastic shift in an organization's core focus, managers play a fundamental role in effecting changes. Based on D. Quinn Mills' book, Leadership: How to Lead, How to Live, a text used at Harvard Business School, ... [more](#)

## Have you seen our Online Training offerings?

### ONLINE TRAINING:

#### Project Management for Information Technology (4th Edition)

**Cost: \$499**

**25 PDUs!**

Project management refers to the art, or science, of directing projects. This course, Project Management for Information Technology, focuses more specifically on how project management concepts can be applied to IT projects, as well as on project man-

agement issues that are unique to IT projects.... [more](#)

#### PMP 11 - PMP® Practice Examinations & Exam Strategies

**Cost:** \$90.00

This course contains two 200-question PMP® Practice Exams covering the Project Management Institute's standard, A Guide to the Pro-

ject Management Body of Knowledge (PMBOK® Guide) . The practice exams provide a comprehensive review of the PMBOK® Guide . Learners will also review key... [more](#)



## AM on PM October Summary, Cost of Quality

[Excerpt from LinkedIn AM on PM Breakfast Forum group]

It was great to see some new faces this morning as well as some veterans to the Forum! Had some technical glitches that delayed our start but it all worked out.

We started out this morning's session describing an example of a company who is paying a heavy price for having an insufficient quality initiative in place; BP. BP's Deepwater Horizon oil rig exploded on April 20, 2010 killing 11 people and creating an oil leak that took months to plug. Despite indications that there was faulty equipment, BP did not take action. Additionally someone had spotted a leak in the rig's blowout preventer which was a device meant to shut down the well in the event of an accident. Despite knowing about the leak, no action was taken. The ultimate cost of (lack of ) quality for them? So far they have spent \$9.5 billion dollars and have answered 19,000 claims, paying out at rate of \$12.5 million per DAY!

The COQ looks at 4 areas of cost; preventive, appraisal, internal failure, and external failure cost. BP chose to bypass a preventive measure by not drilling the 2nd well (which would have allowed them to quickly plug a leak in the main well). They also chose to bypass appraisal costs and internal failures by ignoring leaks and other defects in their safety equipment. They instead opted to pay for External Failure; which is the cost that the company pays for defects and failures once in production. It doesn't take a math whiz to figure out that there was a much better return on investment through proper quality assurance and control techniques.

Cheri noted that with BP the issue may have been cultural, as the company has had a long history of safety issues. In fact Alan said ...

[Click here to see the remainder of the summary](#)

## Do you use LinkedIn, Facebook, or Twitter?



We have an AM On PM Group on LinkedIn! From linkedin.com simply do a search on groups looking for "AM on PM" as the keyword to search. Put in a request to join and we'll get you right in.

The AM on PM group serves as a repository for our summaries as well as a place to add to the discussion and get updates on the next session.

Follow Joanne on Twitter! My Twitter name is "**projectsolvers1**". I am using Twitter for Project Solvers' announcements.

send an email to [joanne@theprojectsolvers.com](mailto:joanne@theprojectsolvers.com) .