



When Life Happens: Crisis occurs in your project

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Welcome to the PMI Houston Conference & Expo and Annual Job Fair 2015

- Please put your phone on silent mode
- Q&A will be taken at the close of this presentation
- There will be time at the end of this presentation for you to take a few moments to complete the session survey. We value your feedback which allows us to improve this annual event.

Hello & Welcome

- Retail Industry over 23 years
- Retail IT over 14 years
- Master's in Project Management
- PMP Certified and member of PMI & PMI - Houston
- Developing and Managing a PMO office
- Personal Accomplishment – in 2014 completed 3 ½ Marathons in 14 days



“The single biggest problem in communication is the illusion that it has taken place.”

- George Bernard Shaw

Making Dinner....and then

The Vision



The Crisis



The Process....



Life and a Project

Life – 1 chance –
defined beginning with a
defined end.

Project – 1 chance –
defined beginning with a
defined end.

Production Crisis in a Project

A critical failure that occurs within normal business operations during the project lifecycle.

Production versus Crisis

- Production – *noun* : the process of making or growing something for sale or use
 - Crisis – *noun* : a difficult or dangerous situation that needs serious attention

Production	Crisis
Assembly Line	Equipment failure
Batch Processing	Software failure
Environment	Security Failure

“The best laid schemes o' Mice an' Men,
Gang aft a'gley.
An' lea'e us nought but grief an' pain,
For promis'd joy!



— Robert Burns,

The Works of Robert Burns

Key Take Away's

- Accept 'life happens' and plan for the RISK
- Recognize your ability to manage the event
- Partnerships are forged from the event.

Life is an Adventure... Dare it

Life is a Love... Enjoy it

Life is a Tragedy... Face it

Life is a Struggle... Fight it

Life is a Promise... Fulfill it



Crisis = Interruption

Project Planning

- Tasks to get the job done
- Allowances for contingency?
- Risk Identification and Impact
- Prioritization and Valuation
- Resource assignments (include primary and back up)

RISK MANAGEMENT



Risk : an uncertain event or condition that, if it occurs, has a positive or negative effect on the projects objectives

Known Risk versus Unknown Risk

Risk Management : the identification, assessment, and prioritization of risks followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events or to maximize the realization of opportunities.

CONFLICT MANAGEMENT

Never make a final decision
out of temporary emotion.
If you feel like
giving up today,
think again tomorrow.

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Recognize Emotions as Behaviors

Positive Emotions

Results in teamwork

- Calm
- Collaborative resolution



Negative Emotions

Results in Conflict

- Panic
- Finger Pointing
- React
- Jump to conclusions
- Poor communication

Personal	Interpersonal
Self Awareness	Social Awareness
Self Management (Self Control)	Social Competence
Self Motivation	Social Motivation

Common Reactions in Crisis & Conflict

- Denial
- Anger
- Bargaining
- Depression
- Acceptance

Kubler-Ross Method - 5 Stages in Grief

5 Strategies to Manage Conflict

Action	Result
Collaborate	Win/Win
Compromise	Win Some/Lose Some
Accommodate	Lose/Win
Compete	Win/Lose
Avoid	No Winners/No Losers

Stay Calm!



Don't let them see you sweat

Avoid Conflict leveraging bridges

- Build Up do not Tear Down
- Be always grateful
- Become personable
- Identify Risks early and often



Once Across the Bridge...

.....cultivate the Relationship

- Recognize cultural differences
- Understand relativism
- Give proper personal space
- Learn to recognize physical cues
- Learn about their culture
- Share knowledge
- Accept lapses in communication, and
- When in doubt ASK!

COMMUNICATION MANAGEMENT



Communication Soft Skills

- Active Listening
 - Focus on the person
 - Do not interrupt
 - Open-mindedness
- Empathy
 - Calm voice control
- Use non-threatening body language
 - Facial gestures – Smile!
 - Eye contact
 - Avoid crossing arms and finger pointing
- Emotional Awareness
 - Stay Calm

Effective Communication

- Better understand a person or situation
- Enables teams to resolve differences
- Build trust and respect
- Create environments where creative ideas, problem solving, affection, and caring can flourish.

Create a “Safe Place”

- Pay Attention
- Listen without planning your response
- Stay Calm, do not panic
- Trust & Respect others to do their job
- Create an Open Door Policy
- Value Opinions
- Enable Collaboration

“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

When Life Happens

- Plan for the unexpected and have contingency
- Handle the Crisis
 - Remember the other person
 - Look for the positive
 - Find common ground
- Balance the Project and the Problem
 - Allow the team to focus on the problem until the solution is in place
 - Enable others to aid in maintaining the Project schedule

Contact Information

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Thank You