Practical Project Management for Remote Teams - Communications

ACN Flash Webinar

September 15, 2020

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<u>Practical</u> 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 v Program v Portfolio

Proposal

Annual Workplans

Multi-year Strategic Plans

Project – <u>temporary</u> endeavor to create a <u>unique</u> 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

Assess
- Surveys
- Research
- Grant opportunity
- SWOT
- Resources
- Assumptions
- Risk Assessment (Pos and Neg)
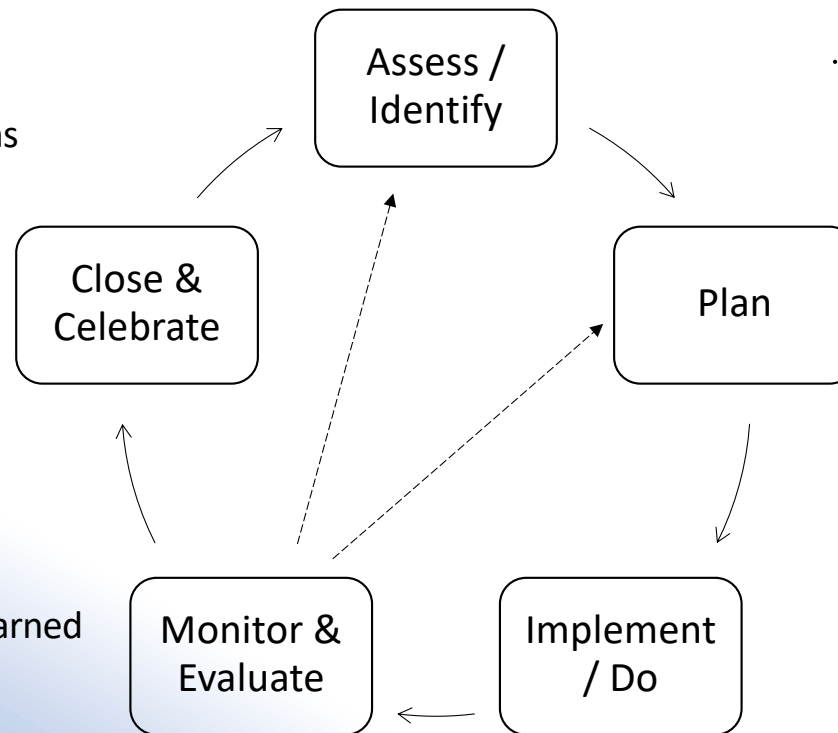- Needs Assessment
- Stakeholder Assessment

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

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

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

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- Assess / Identify
- Plan
- Implement / Do
- Monitor & Evaluate
- Close & Celebrate

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What communications issues are you running into working remotely?

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

Similarities? Differences? Be honest.

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Coordinate v Communicate

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- 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

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Coordinate/Communicate - RACI

Responsible, Accountable, Consulted, Informed

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.

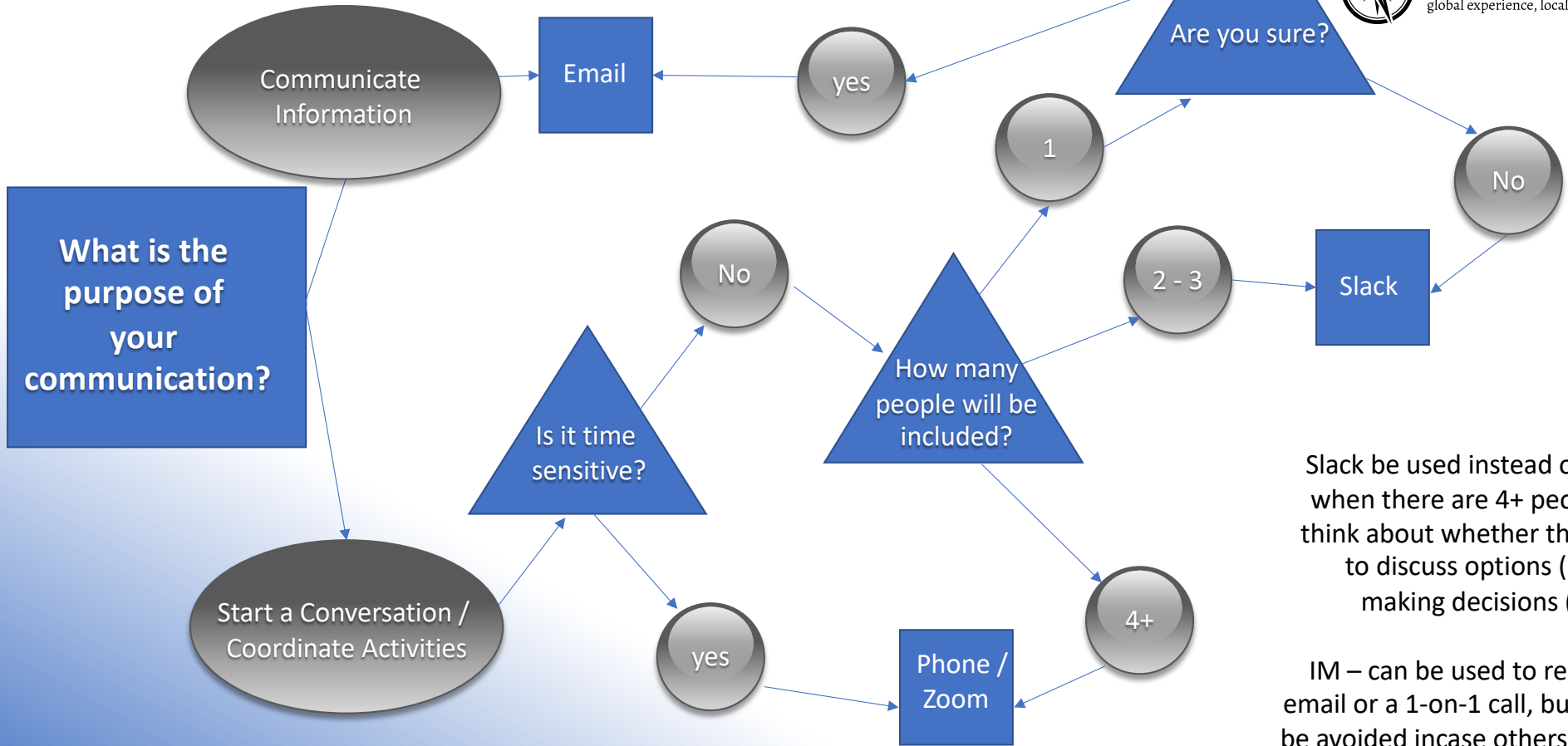**MOCHA – M**anager. **O**wner. **C**onsulted. **H**elper. **A**pprover.

Coordinate/Communicate - RACI

Responsible, **A**ccountable, **C**onsulted, **I**nformed

	Board	Exec Dir	Devt Dir	Program Mngr	Program Asst	Events Mngr	Grants Mngr	Comms Asst
Grant Writing			A	C			R	
Annual Gala	C		A			R		
Year End Fundraising	C	A	R					
Program 1		A		R	C			
Program 2		A		R	C			
Digital Comms				A	C			R
Policy Advocacy	A	R		C				

Which Communication Channel?

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Communicate Information → Email → yes → Are you sure?

Are you sure? → No → Slack

What is the purpose of your communication?

1 → Are you sure?

2 - 3 → Slack

No

How many people will be included?

Is it time sensitive? → No

Is it time sensitive? → yes → Phone / Zoom

Start a Conversation / Coordinate Activities

4+ → Phone / Zoom

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).

IM – can be used to replace an email or a 1-on-1 call, but should be avoided incase others need to be looped in later

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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