

While you are waiting...



- **Review** Week 8 Reading, “Summary of Stephen Covey’s 7 Habits.”

Welcome BACK!

UW Sometimes and Aspiring Supervisor Series



Week	Title
Skills to Train Employees	
1	Being a Flexible Supervisor
2	Learning & Training
Skills to Coach	
3	Listening is the Key!
4	Questions & Accountability
	Break. No class.
5	Everyday Coaching & Feedback
Skills to Engage & Collaborate	
6	To Coach or To Improve
7	Dealing with Difficult Situations
Skills to Delegate	
	8 Managing Projects & Processes

Managing Projects and Processes

Learning Objectives:

- Manage time better by distinguishing between urgent and important tasks.
- Compare process and project improvement models.

AGENDA

1. Covey's 7 Habits of Highly Effective People
2. Putting First Things First
3. Urgent vs. Important
4. Tools for Managing Projects
5. Tools for Managing Process
6. Planning a Staff Retreat at UW
7. Letter to Myself
8. *Graduation!!*



8th Habit (www.slideshare.net/LudovicBourgoin)

The 8th Habit - Stephen Covey - Windows Internet Explorer

http://www.slideshare.net/fullscreen/LudovicBourgoin/the-8th-habit-stephen-covey/7

Summary

A. Find your voice

1. Discover your own voice
2. Express your voice

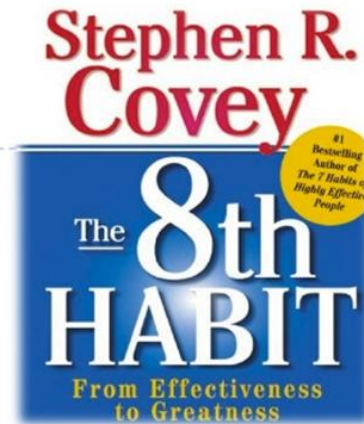
B. Inspire others to find their voices

▶ FOCUS

1. Expand your influence
2. Be trustworthy
3. Build trust
4. Blend other's voice
5. Create a common vision

▶ EXECUTION

1. Align goals and systems
2. Empower others



Ludovic Bourgoin - MBA Global Management

7 Habits and SASS skills

Dependence to Independence

- 1. Be Proactive
- 2. Begin with the end in mind
- 3. Put first things first

Independence to Interdependence

- 4. Think win-win
- 5. Seek first to understand, then to be understood
- 6. Synergize

At your table...

- ① Identify things from SASS that relate to the 7 Habits.
- ② Write them in packet.

Individually, work on...

- Take a moment to consider answers to the three questions.

See Page 3



- Complete the Urgency Index.

See Page 4



We'll **share** your thoughts after the next task.

Individually, write activities in each grid

IMPORTANT

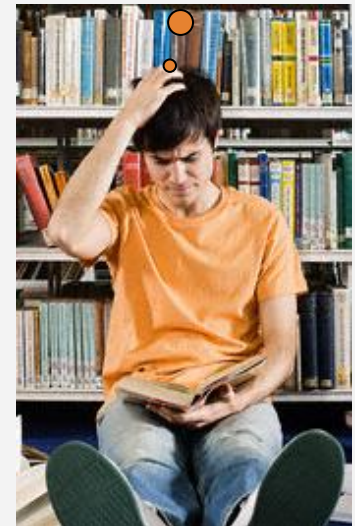
NOT IMPORTANT

<p>Urgent</p>	<p>Not Urgent</p>
<p>I Deadline-driven projects Handling Customers Crises</p>	<p>II Prevention Coaching Building relationships Empowering</p>
<p>Urgent</p>	<p>Not Urgent</p>
<p>III Some: Interruptions Phone calls Emails Meetings</p>	<p>IV Trivia Busywork Irrelevant mail, email</p>

Urgent vs. Important

I Urgent & Important	II Not Urgent & Important
III Urgent & Not Important	IV Not Urgent & Not Important

Which grid am I in the most?



Find a new partner and share...



In pairs...

- Share your thoughts to the last TWO exercises.
 - What do you want to spend more time doing?
 - What activities take time from important things you want to do?
 - What changes would you like to make?

Project vs. Process



Project Management

- Temporary
- One-time endeavor

Process Management

- Ongoing
- Same thing over-and-over again

The management of these **two** systems is often very different and requires different tools.

Project Management: Sample Tools

The screenshot displays the Microsoft Project interface for a project named 'Project1'. The main window shows a task list with columns for Task Name, Duration, Start, Finish, Predecessors, and Resource Names. A Gantt chart on the right visualizes the task dependencies and resource assignments over time.

Task ID	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1	Measure space	1 hr	Thu 4/26/07	Thu 4/26/07		
2	Measure furniture	2 hrs	Thu 4/26/07	Thu 4/26/07		
3	Paint	2 days	Thu 4/26/07	Mon 4/30/07	2	Painter
4	Install electrical	1 day	Mon 4/30/07	Tue 5/1/07	3	Electrician
5	Install networking	1 day	Mon 4/30/07	Tue 5/1/07	3	DoIT
6	Install phones	1 day	Mon 4/30/07	Tue 5/1/07	3	Electrician
7	Move in	3 days	Tue 5/1/07	Fri 5/4/07	6	

The Gantt chart shows the following dependencies and resource assignments:

- Task 3 (Paint) is assigned to the resource **Painter** and starts on Thursday, 4/26/07, ending on Monday, 4/30/07.
- Task 4 (Install electrical) is assigned to the resource **Electrician** and starts on Monday, 4/30/07, ending on Tuesday, 5/1/07.
- Task 5 (Install networking) is assigned to the resource **DoIT** and starts on Monday, 4/30/07, ending on Tuesday, 5/1/07.
- Task 6 (Install phones) is assigned to the resource **Electrician** and starts on Monday, 4/30/07, ending on Tuesday, 5/1/07.
- Task 7 (Move in) is assigned to no resource and starts on Tuesday, 5/1/07, ending on Friday, 5/4/07.

The interface includes a menu bar (File, Edit, View, Insert, Format, Tools, Project, Window, Help), a toolbar, and a task list on the left. The status bar at the bottom shows the system tray with the date and time: Thursday, 4/26/2007, 2:55 PM.

Microsoft Project Software

Project Management: Sample Tools

The screenshot displays the 5pm Project Management web application. The interface includes a navigation sidebar on the left with sections for PROJECTS, TIMELINE, REPORTS, and PROFILES. The main content area is divided into a project list table and a detailed project view on the right.

Project List Table:

Name	Deadline	Progress
Goal 2 Work with WU RSTG to implemer	06/30/2011	0%
Goal 1 Partner with WU Diversity Comm	9 Mar	100%
Offer trainings, gatherings held at NSCL	09/30/2011	0%
Occupational Safety for sailing instructo		0%
Achieve 100% compliance with Occ Safe	15 Mar	95%
Schedule all staff gatherings/forums		0%
upd Revise live and online Food Safety	31 Mar	95%

Project Detail View: Revise live and online Food Safety workshop.

NEW Advance Team Work / Administration & Marketing Operations Plan

Start date: **12/01/2009** Deadline: **03/31/2010**
 Priority: **Normal** Status: **Open**
 Created by: **Sue Rogers**
 Task Team: **Mary Hoddy, Dawn Rekoske**
 Parent Task: [Staff Ed & Training Office](#)

[Direct link](#)

Significantly update live Food Safety workshop. Move updates online using Articulate.
 Mary - task manager workshop, Dawn - task manager to move curriculum online

5 PM

Project Management: Sample Tools

Training Resource Center Office Log

Training Resource Center Office Log				
	Name		<u>Office Routine (Opening and Closing)</u>	
Date	From	To	Message	Resolution
4/6	Mary	Lisa	Set up brainstorming time for Union 101 group	Still looking for date
4/6	Lisa	Kelly	Carol Buckingham from Dimensions called you back.	Kelly returned call 11/7

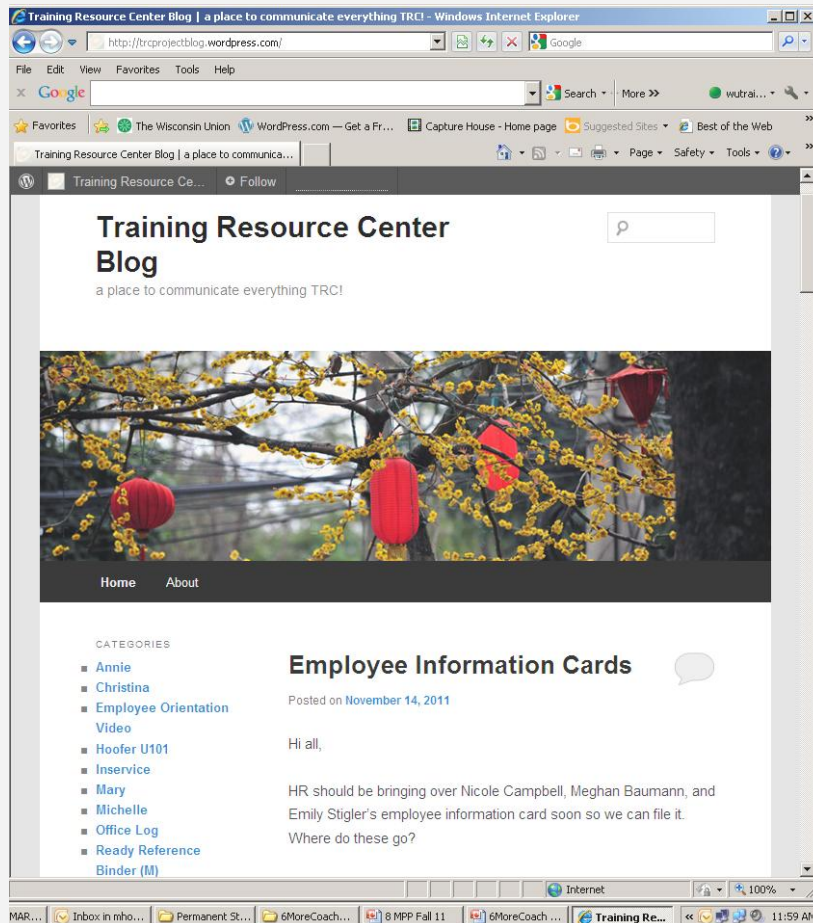
Use a good ol' fashion **Clipboard**

Project Management: Sample Tools

Date In Contact	Person Assigned	Task	Date Completed	Comments
10/11 Mary	Michelle	Enter trainings in database from binder	10/21	
10/21 DR	Shannon	Add start time/end time to workshop sign-in sheet	10/22	Hard copy on counter
10/27 DR	Natalie	Schedule live U101 for (F) Jan 14. See DR for time		

Use a good ole **Clipboard**

Project Management: Sample Tools



Free blog
(wordpress.com)

Process Management

Critical Functions

- Identify tasks that must be performed
- Even if primary person responsible for task is absent.
- Also identifies the back-up person who has been trained.

Daily

Weekly

Monthly

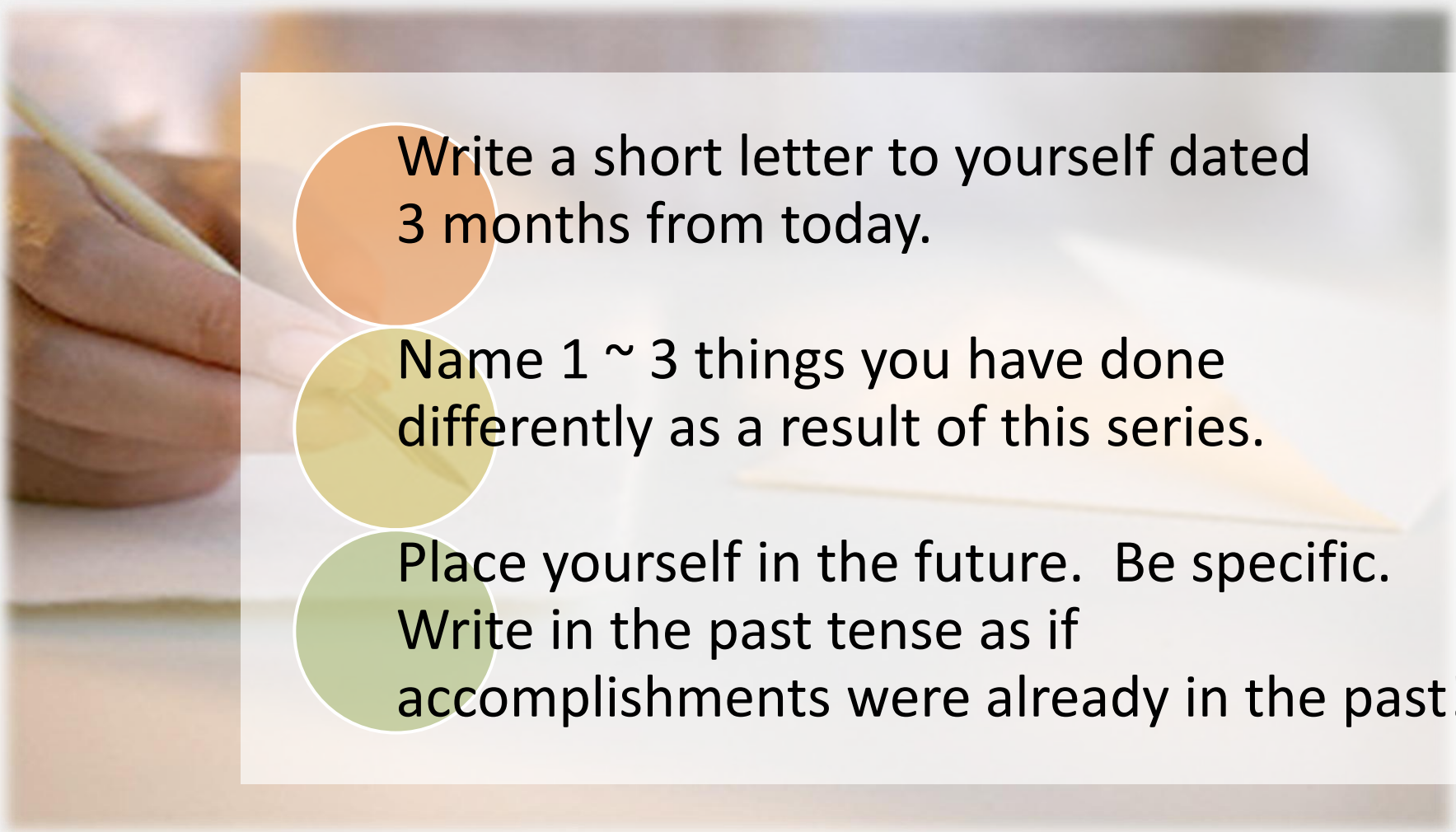
Critical Functions – continued

Task	Timing	Primary	Back-up
TRC Office Management			
Respond to email to TRC	Daily	Elizabeth	Office St
Respond to TRC log	Daily	Office St	Bradley
Pick up & sort mail	1:30 daily	HR	Bradley
New Staff Workshop Support			
Confirm TITU	Daily AM	Elizabeth	Bradley
Email reminders	3 days prior	Elizabeth	Anna

Individually...

- Identify some critical functions in your unit.

A letter to myself

A background image showing a close-up of a hand holding a pen, ready to write on a piece of paper. The image is slightly blurred, focusing attention on the text overlay.

Write a short letter to yourself dated 3 months from today.

Name 1 ~ 3 things you have done differently as a result of this series.

Place yourself in the future. Be specific. Write in the past tense as if accomplishments were already in the past!

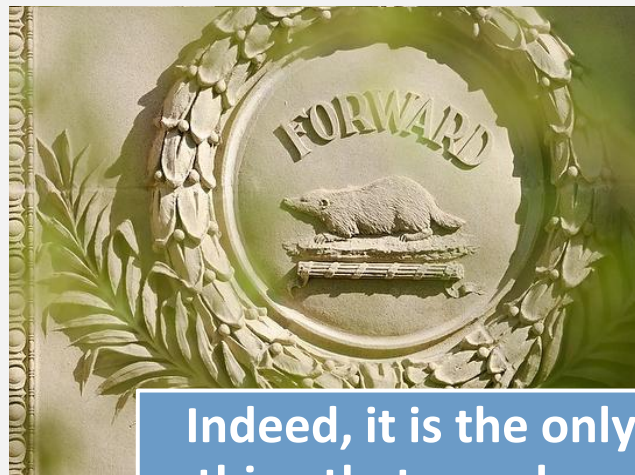
Congratulations!



Never doubt that a
small group of



concerned citizens can
change the world.



Indeed, it is the only
thing that ever has.

Things to know...

Try-Out Card

- What do you want to try this week?

After SASS

- List of classes
- Post-series survey questions via email
- Recommend SASS to others
(registration link for spring 2013)

“Why should we hire you?”