

MANAGING PROJECTS & PROCESSES

WORKSHOP GUIDE



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LEARNING OBJECTIVES

In this course you will learn about managing projects and controlling quality.

This guide is designed for a manager or a facilitator to deliver a short workshop featuring videos from the Video Arts Workplace Essentials Series. Each video comes with a series of activities around the following structure:

LOOK - watch the video and reflect on the content and message.

THINK - activities and questions linking the video to their own experience and workplace.

REMEMBER - a summary of the key learning points.

Each section relating to the video will last around 15 minutes.

ACTION PLAN - At the end of the series of videos and activities delegates should be encouraged to share the most important actions they will take and record actions on their Personal Action Plan sheet.

FEATURED VIDEOS

- Defining a project
- Planning a project
- Implementing a project
- Controlling quality

VIDEO 1 – DEFINING A PROJECT

LOOK (play the video, 3 minutes)

One of the pitfalls managers often fall into when defining a project is failing to get their team involved. You employed your team because of their expertise so they're likely to help you spot opportunities and highlight problems you might not have thought of. Plus, if give them a sense of involvement they're more likely to get on board.

THINK (10 minutes discussion)

Ask the group to think about a project they've been involved in. Were they well-defined from the beginning?

If they were, some of the responses should include:

- Define the purpose of the project and select the project team at the outset.
- Check you have the skills and experience in the team to deliver the result you need.
- Bring the whole team together. Share the purpose of the project with everyone. They'll be able to spot problems you might not have thought of and come up with new ideas.
- Making sure the whole team contributes will help them feel committed and involved.
- Put it all down in writing: including the decisions you've made and the risks you've identified.

REMEMBER – (2 minutes to reiterate key learnings)

- Define the project and team.
- Check you have the necessary skills.
- Put it on paper.

VIDEO 2 – PLANNING A PROJECT

LOOK (play video, 3 minutes)

The success of a project depends on how well it is planned. As a project manager, you're responsible for planning, but you don't have to do this in isolation; your team can help.

THINK (10 minutes)

Ask the group to think of a project they were involved with in the past. How did they (or the project manager) plan the project?

Summarise the responses and set out the following tips;

- Allocate resources for each task – consider the resources in terms of budget, time and people.
- Define the role of each team member – everyone should be clear about their role.
- Define responsibilities – ensure that all responsibilities are clear and agreed.
- Set milestones – important deadlines throughout the project should be marked as milestones.

REMEMBER (recap, 2 minutes)

- Write a project plan.
- Allocate resources.
- Set roles and responsibilities.
- Set milestones.

VIDEO 3 – IMPLEMENTING A PROJECT

LOOK (play, video 3 minutes)

Implementing the project is about monitoring the project as it runs. Involving the whole team can help you keep control as they take ownership of their own progress.

THINK (allow 10 minutes)

Think of a project you've been involved in managing. Once it was up and running, how did you keep it on track?

Responses could include;

Establish good monitoring systems – make sure everyone uses these systems so that everyone knows what everyone else is doing.

- Ensure team members keep each other informed of progress.
- Encourage the team to come forward with any difficulties they're facing – make sure everyone is comfortable about being honest about problems. This will help you deal with them before they escalate.
- If things do go wrong, don't blame people – find solutions you and your team can work with.

REMEMBER (recap, 2 minutes)

- Keep everyone informed.
- Don't hide problems.
- Don't blame – correct.

VIDEO 4 – CONTROLLING QUALITY

LOOK (play video, 3 minutes)

Quality is one of the most important factors in the success of any organisation. It's essential, not optional, and it's something that, as customers, we all expect from our suppliers. So why is it we often get stuck when we try to deliver total quality to our customers?

THINK (10 minutes)

Think of a time when you've had to deal with a dissatisfied customer. How can quality be improved upon? What are the key benefits?

Summarise the discussion with the following points;

- Remember, an organisation depends on its customers to stay in business. If customers are given 100% quality they are satisfied, sometimes even delighted. They become loyal customers and encourage friends, family and colleagues to become customers as well. That adds up to success and a winning position in the marketplace.
- What about you personally? Apart from the pride and pleasure in working for a winning organisation, there is pride and pleasure in doing a good job – providing a quality service or creating a quality product. And there are other benefits: for example, better working relationships and a greater feeling of involvement.
- Think of the very practical benefits for the organisation too. It costs less to prevent errors than it does to repair the damage later. When everyone is turning out 100% quality (not making errors), productivity increases.

REMEMBER (recap, 2 minutes)

- Define quality.
- Control quality.
- Communicate quality.

MANAGING PROJECTS & PROCESSES – ACTION PLAN

Remind the group of the key learning points from this session.

Divide the group into pairs. Ask each member of the group to identify one specific action they will take to apply what they have learned when they return to work.

Ask for two or three examples. Bring the session to a close.