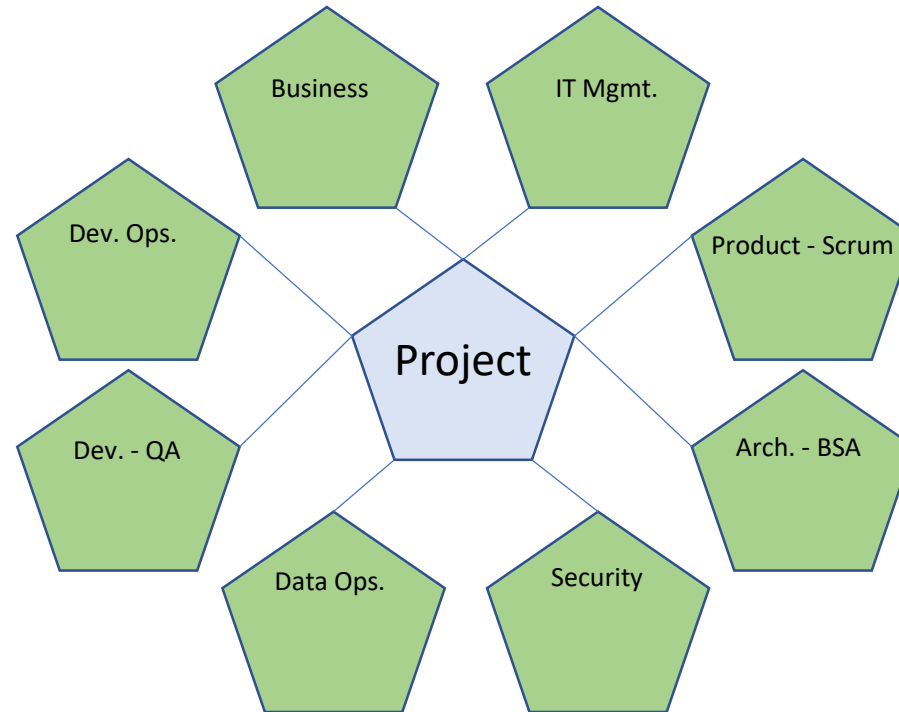# Inspirational Project Management – Connecting the Dots

Inspirational Project Management – Connecting the Dots Presentation Information

- **Synopsis:** As Project Managers, we are most often faced with managing dotted line project resources. Inspiring these resources towards project success requires just the right combination of servant leadership, organization and humor!

- **Additional Info:** Doug Cothern brings more than 25 years of global program and project management experience in food industry supply chain, publishing logistics and distribution, automotive supply chain and logistics, higher education and financial services.

- **Prior Speaking Experience:** Doug Cothern has spoken at numerous industry and software events, served as adjunct professor in Information Systems at Middle Tennessee State University, and provided soft skills training globally at Cummins.

- **Talent Triangle:** Leadership

- **Speaker Contact:** dcothern@franklinamerican.com; 615.289.4696

Inspirational Project Management – Connecting the Dots
Doug's Resume on a Slide

- **Education:**
  - **Educational Specialist (EDS - half way to EDD): MTSU**
  - **MBA: University of Arkansas**
  - **Computer Science: University of Missouri - Rolla**
- **Work Experiences:**
  - **Citizens Bank/Franklin American Mortgage, TDOT, Cummins Inc, MTSU, Entrepreneur, Ingram Book Group, PEPSICO (Restaurants, now YUM), Arkansas Best Freight, CIA**
- **Certifications:**
  - **PMP – Certified in 2003, Active through 2022; Level 3 (Mentor) in Cummins' Project Community**
  - **Six Sigma – Greenbelt and Sponsor**
  - **OCP – Oracle Database 9i**
- **Speaker Contact:** doug.cothern@comcast.net; 615.289.4696

Inspirational Project Management – Connecting the Dots
Positional Power versus Inspirational Influence

- With Positional Power, influence and authority come exclusively from specific title, status, rank, or position; and can be demanded.
- For Relational Leadership, influence and authority come from the trust and respect established through relationships; and is given freely.
- Compliance versus ownership ("standing up on the inside!").
- Inspirational influence relies on Emotional Intelligence - "the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically."
- "emotional intelligence is the key to both personal and professional success"
- Authority is Granted but Power is Earned.
- Effective leadership is founded on cooperation never coercion.

Inspirational Project Management – Connecting the Dots Inspirational Quotations

- "Most of inspirational project management is common sense" – Doug Cothern
- "Leadership is influence." – John Maxwell
- "You manage things; you lead people." – Grace Hopper
- "The key to successful leadership today is influence, not authority." – Kenneth Blanchard
- Leadership influences others' choices, priorities, and behavior.
- Influential leaders create owners, not followers.
- Buy-in results from engaging conversation versus inspirational monologue.
- "The most common way people give up their power is by thinking they don't have any." – Lolly Daskal
- "A sign of a good leader is not how many followers you have, but how many leaders you create." – Mahatma Gandhi
- "Much of what we need for inspirational project management we learned in kindergarten" – Doug Cothern

Inspirational Project Management – Connecting the Dots From Our Founding Parental Units ☺
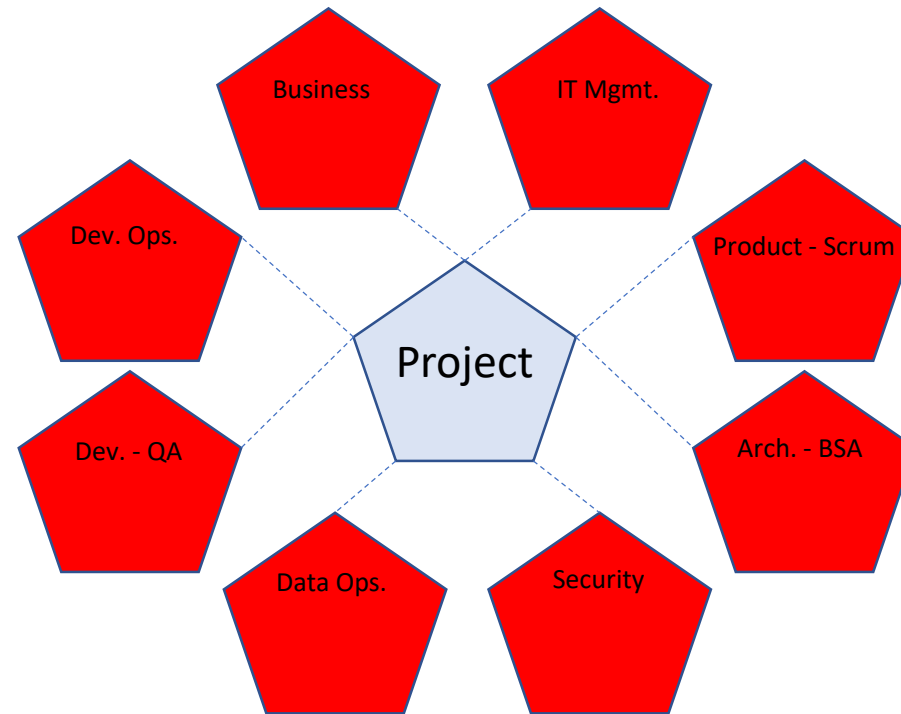
- "If your actions inspire others to dream more, learn more, do more and become more, you are a leader." – John Quincy Adams
- What are some famous sayings attributed to Benjamin Franklin?
  - A penny saved is a penny earned; Never ruin an apology with an excuse.
  - The Constitution only guarantees the American people the right to pursue happiness. You have to catch it yourself; Instead of cursing the darkness, light a candle.
  - If all printers were determined not to print anything till they were sure it would offend nobody, there would be very little printed; He that can have patience can have what he will.
  - Be at war with your vices, at peace with your neighbors, and let every new year find you a better person; Either write something worth reading or do something worth writing.
  - You may delay, but time will not; Lost Time is never found again.
- He also said "The aim of persuasion is not to confront other people, but to appreciate their point of view and try to move them generally in your direction".
- Franklin's TALKING acronym: Timing, Appreciation, Listening, Knowledge, Integrity, Need, Giving

Inspirational Project Management – Connecting the Dots Servant Leadership Evolution and Project Management

- Robert Greenleaf - Servant leadership is a philosophy and set of practices that enriches the lives of individuals, builds better organizations and ultimately creates a more just and caring world.

- Larry Spear - empathy, listening, healing, awareness, persuasion, conceptualization, foresight, stewardship, commitment to the growth of people, and building community

- Joe Iarocci, author of *Servant Leadership in the Workplace*, identifies three key priorities (developing people, building a trusting team, achieving results), three key principles (serve first, persuasion, empowerment) and three key practices (listening, delegating, connecting followers to mission) that distinguish servant leadership in the workplace context.

Inspirational Project Management – Connecting the Dots – Listen!

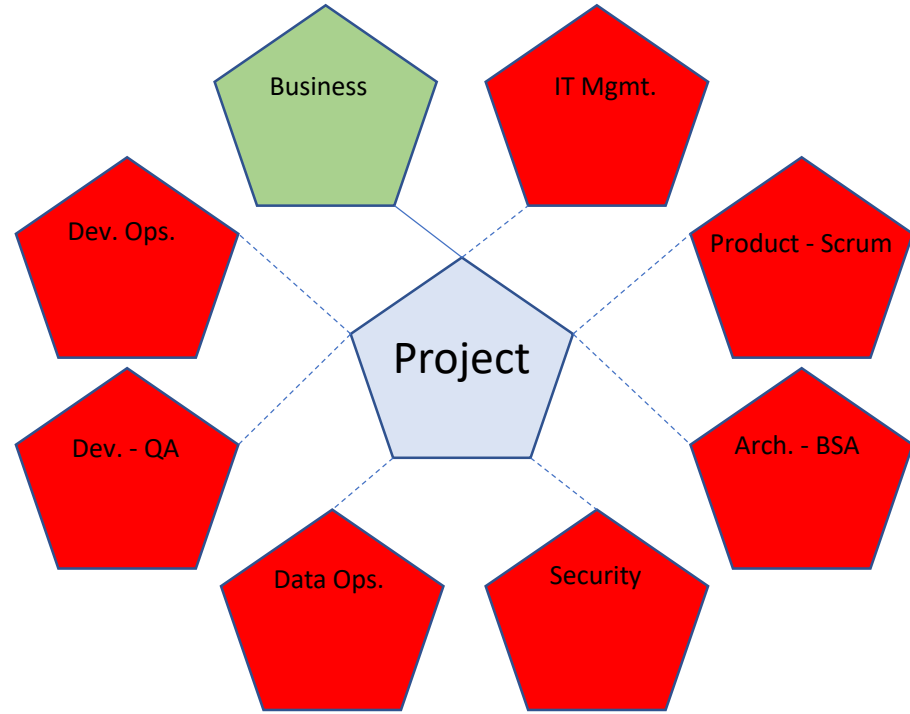# Inspirational Project Management – Connecting the Dots
Listen to the Business!

- High level vision comes from the business – it all starts with vision!
- Develop the art and skill of listening – listen twice as much as talking!
- When you do talk, gain confirmation on what you believe you heard.

- Technology vision can be added to business vision for a 360 view.
- Share the 360 Vision as part of project charters / project kickoff.
- Keep the Vision Visible!

- Real Life Experience – South Africa
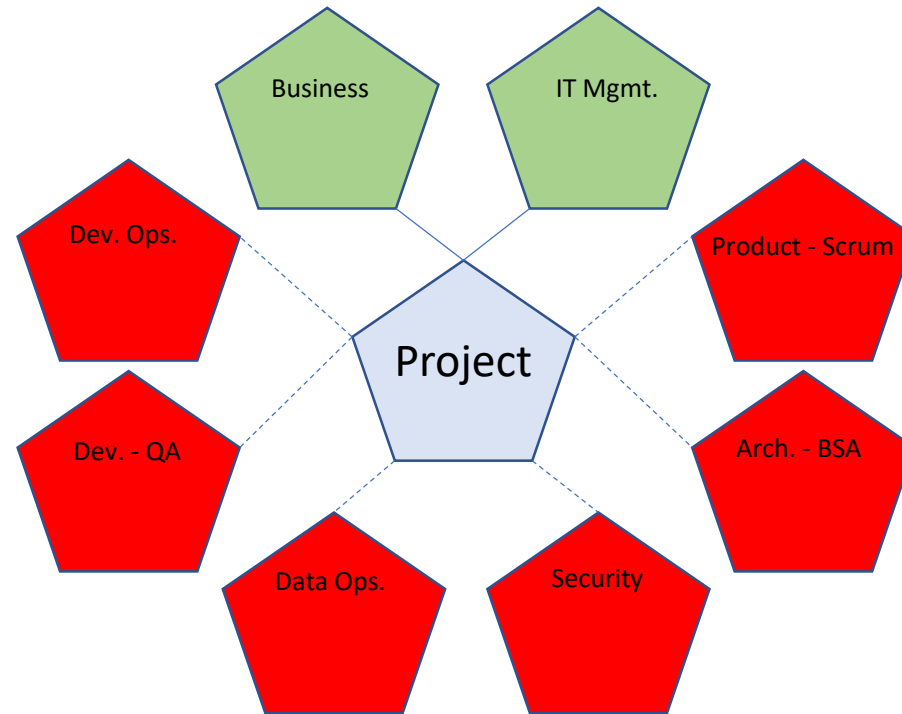- Franklin – "By failing to prepare, you are preparing to fail."

Inspirational Project Management–Connecting the Dots – Achieve!

Inspirational Project Management – Connecting the Dots Achieve Results for IT Management!

- Start small, build on small successes, success begats success!
- Achieve with integrity – "never misrepresent your fundamental beliefs or motives" (Franklin)
- "Leadership is not telling others what to do. Leadership is inspiring others to do what needs to be done." (Ron Edmondson)
- Even if things are slowed on one workstream, move another along!
- Become known as a project manager who gets things done and gets things done through others!
- Real Life Experience – Substance versus Spin.
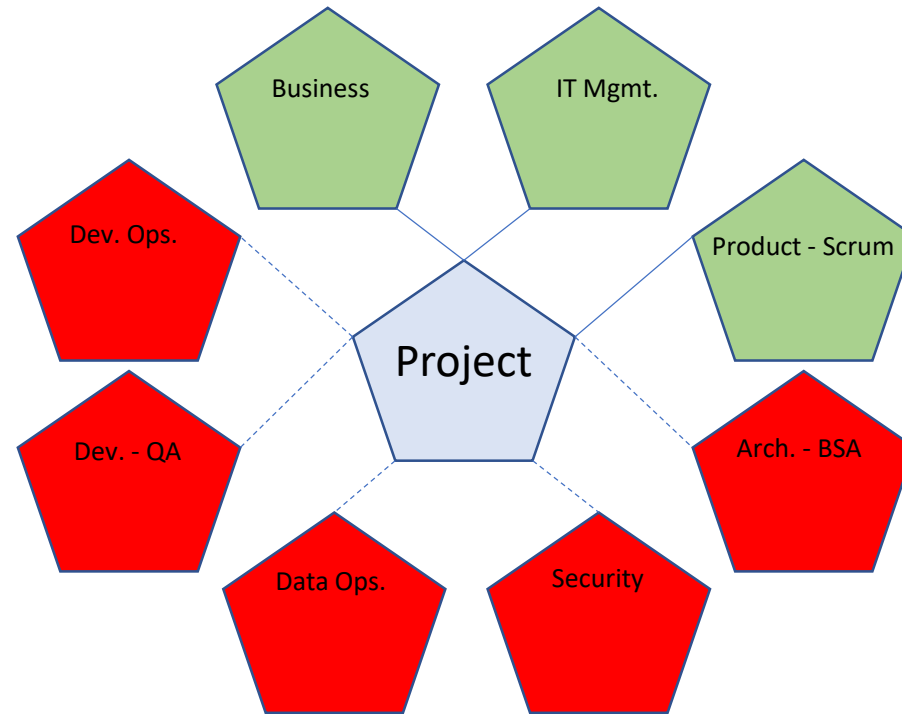- Franklin – "Hide not your talents, they for use were made, What's a sundial in the shade?"

Inspirational Project Management–Connecting the Dots – Develop!

Inspirational Project Management – Connecting the Dots Develop Product Owners and Scrum Masters!

- Product Owners are your life line to the Business!
- Scrum Masters are your connection to Dev and QA!
- Support development training and experience for these resources.
- You need these resources and being needed is motivational.
- "Saying 'I need you' can be persuasive. When you must ask for something, one way to convince someone is to show that person is uniquely qualified to give it to you. Everyone likes to feel special and unique." (Franklin)
- Real Life Experience – Business Targets versus IT Estimates
- Franklin– "An investment in knowledge always pays the best interest."

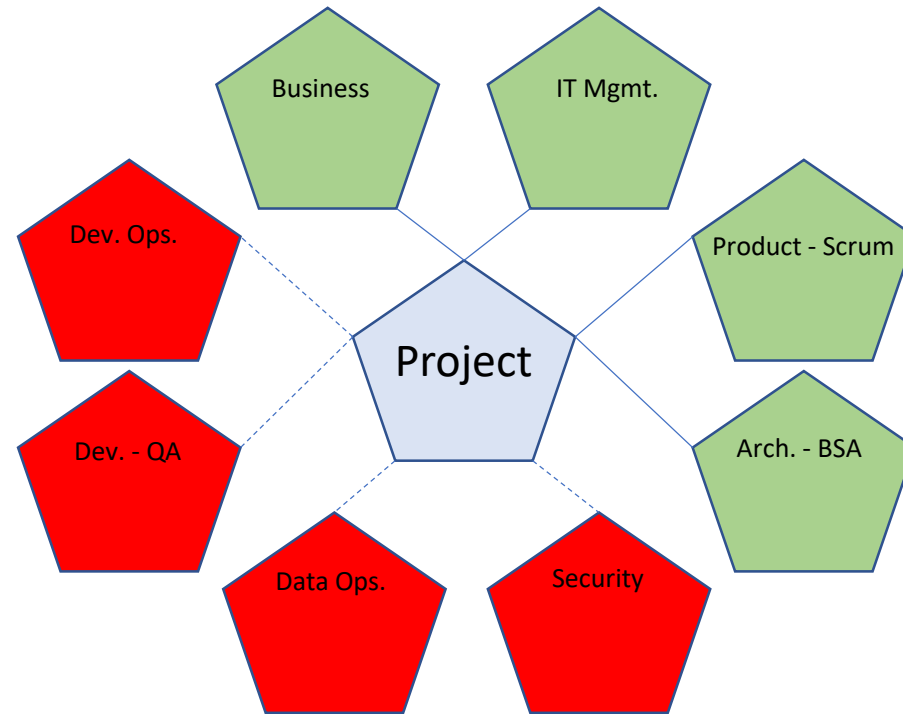# Inspirational Project Management – Connecting the Dots – Serve!

Inspirational Project Management – Connecting the Dots Seek First to Serve Architects & Business Systems Analysts!

- Provide the information that you know they will need in best way.
- Be at the ready to seek and provide answers to their questions.

- Provide your input towards quick resolutions to move to next steps.
- Avoid paralysis of analysis!

- Real Life Experience – Resource Churn
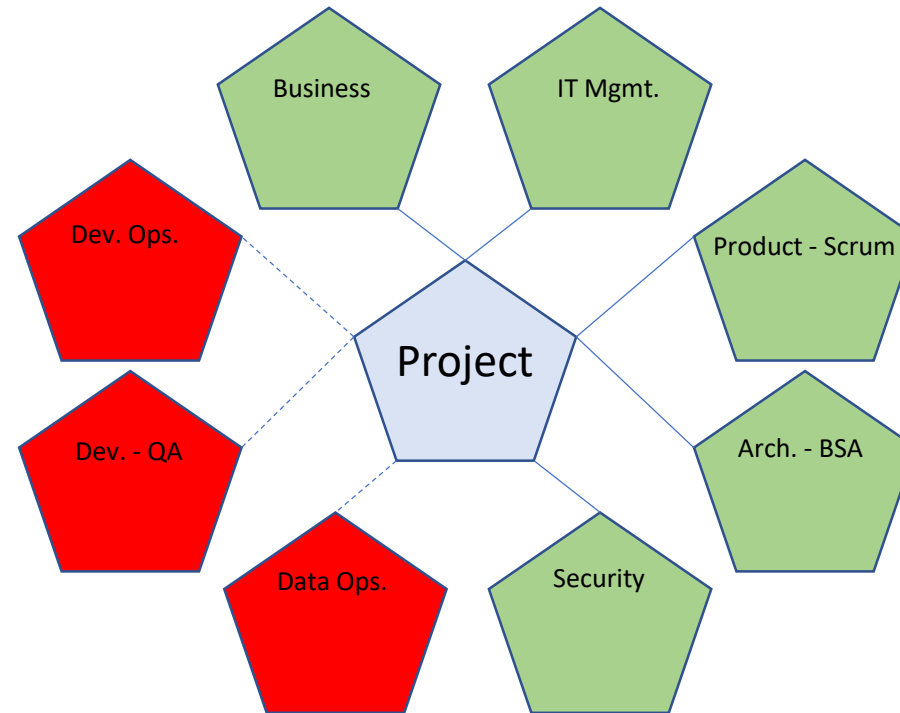- Franklin - "Learn the value of giving. If you insist on everything, you may wind up with nothing."

Inspirational Project Management–Connecting the Dots – Build Trust!

Inspirational Project Management – Connecting the Dots Become a Trusted Partner with Security!

- Security has a growing stake in projects (due breaches, ransoms, etc)!

- Understanding and meeting security requirements is critical.

- Becoming a trusted partner can give you a place at the table to discuss meeting security requirements and considering cost/benefit of exceeding security requirements.

- Real Life Experience – Compliance and Middleware
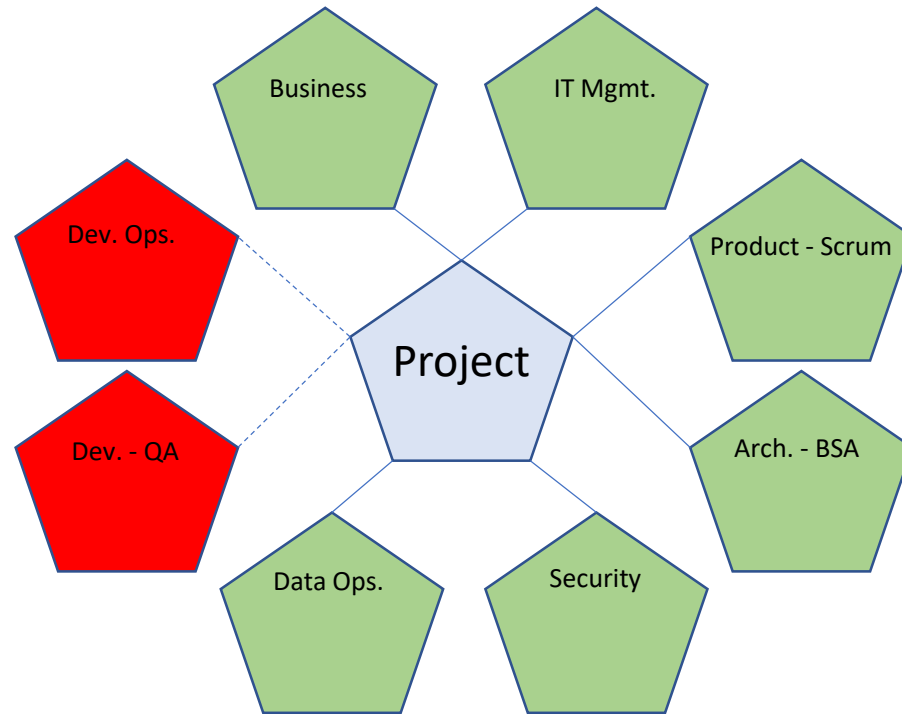- Franklin – "By failing to prepare, you are preparing to fail."

Inspirational Project Management–Connecting the Dots–Empower!

Inspirational Project Management – Connecting the Dots Empower Your Data Operations Team!

- They are with you from A to Z, from data designs to data warehouses!

- Their work has much to do with performance across the board.

- Provide your input towards quick resolutions to move to next steps.

- They are integral to data accuracy, data integrity, and integrations.

- Real Life Experience – Keeping this workstream ahead of the game
- Franklin – "Well done is better than well said."

Inspirational Project Management–Connecting the Dots – Connect!
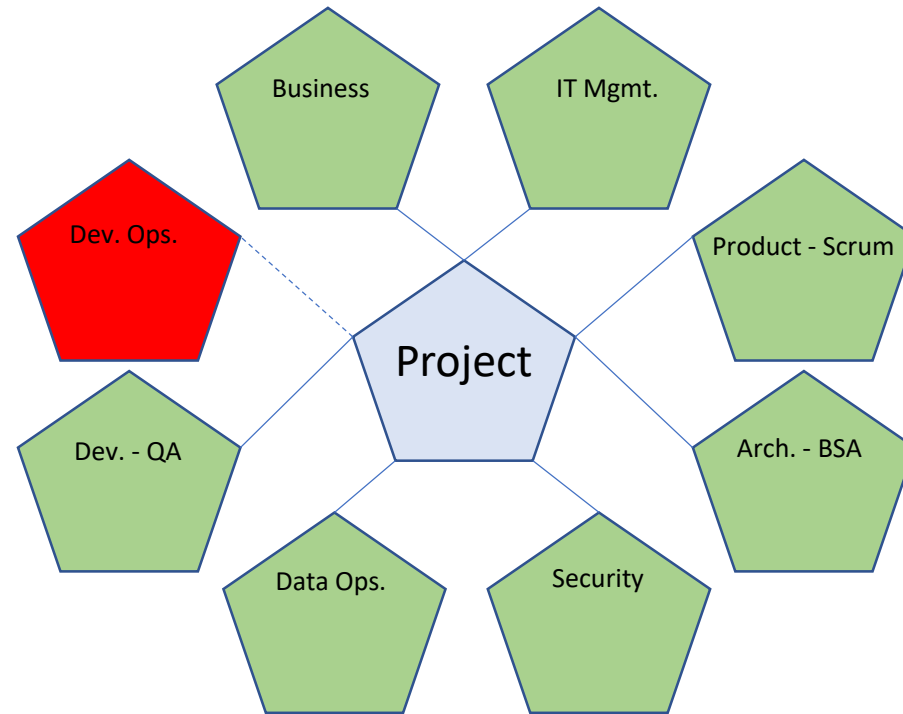
Inspirational Project Management – Connecting the Dots
Re-Connect your Dev and QA with the Mission!

- They can feel somewhat removed from the Vision.

- They are often working on one sliver of one part of one component.

- Keep the 360 Vision Visible!

- Without a vision, the projects perish …

- Real Life Experience – Contract Resource Communication
- Franklin – "Tell me and I forget, teach me and I may remember, involve me and I learn."

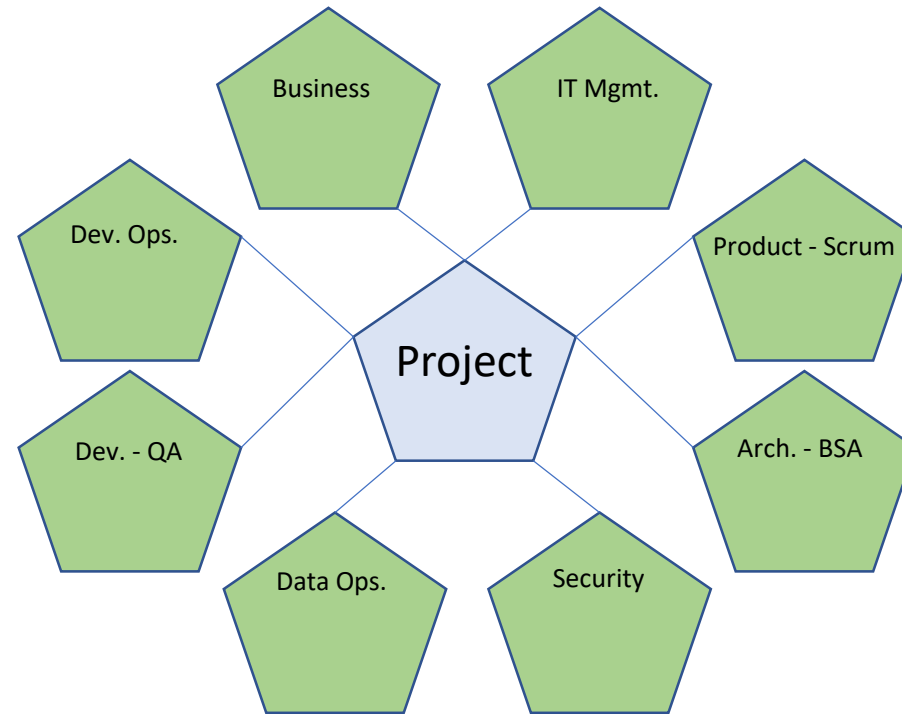# Inspirational Project Management–Connecting the Dots– Delegate!

Inspirational Project Management – Connecting the Dots Delegate Care and Feeding to DevOps

- Involve DevOps early in the project.
- Provide a RunBook for their input in advance of production day one.
- "A runbook should clearly define a problem, the tools and systems required for remediation, and the specific steps for reaching the solution. Runbooks should be simple and easy to navigate, but highly impactful for speeding up incident response and resolution."
- Plan for resource overlap time during burn in production period.

- Real Life Experience – Mismatch on file lengths between test & production.
- Franklin – "Tell me and I forget, teach me and I may remember, involve me and I learn."

Inspirational Project Management – Connecting the Dots
Listen, Achieve, Develop, Serve, Trust, Empower, Connect, Delegate

Inspirational Project Management – Connecting the Dots Discussion – Thank You!