

# MILESTONE

*Providing Stepping Stones  
Along the Path to Success*



A WOMAN-OWNED  
SMALL BUSINESS

PROJECT  
RECOVERY

In our last *Milestone*, we looked at five ways to prevent a project from failing. But what do you do when everything you've done to get the project back on track just isn't working? It may be time to talk to management and bring in a dedicated project recovery team. This team should include senior management, a project recovery manager, project team members, vendors and contractors, and customers.

Once the team is in place, you need to develop a project recovery plan. The recovery plan is the temporary plan created by the recovery manager and team to get the project back on track during problem or crisis situations. It is usually a short-term schedule which drives the reengagement of the team management and stakeholders. It could last only a few weeks or months depending on how productive the recovery is in regaining project control.

Because the recovery plan is temporary, the recovery manager is looking to move the project to its designation as quickly as possible and regain any missing milestones, activities, or work. Let's look at a few pieces of the project recovery plan.

#### ***Revised project work plan***

Take the original work plan and revise it so the project is completed based on the resources you have. If the project is failing because the original work plan was not thorough, add the areas that are missing. Create a new schedule to include updates to the tasks needed to be completed and the resources that are available.

#### ***Updated project risk management plan***

If potential risks were not properly documented, the project is in jeopardy before it even begins. Anticipating risks and determining how to handle them are important for the project. During the recovery process, update the risk management plan with any risks that have surfaced since it was created.

#### ***Updated quality assurance plan***

As you examine the quality assurance plan and the quality control procedures, you may find that some of the quality metrics have changed since the original plans were created. Take time to reconsider what aspects of the project should be evaluated to ensure that the quality standard is maintained.

#### ***Revised project communication plan***

Communication planning is common in project management; however, this communication plan might be different. In project recovery, communication may need to be instantaneous with quick responses and interaction. Stakeholders should have high trust and be willing to accept a verbal description rather than piles of documentation. Also, have escalation processes and procedures in place if a contact does not or cannot respond.

After the recovery efforts catch the project up on the schedule or work efforts, it can be transitioned over to a project manager or the recovery team can finish the project.

Join Dr. Mathis on Friday, June 11 for our free *Preventing Failed Projects* webinar. This one-hour webinar focuses on ways to prevent a project from going astray. When projects are not monitored correctly, it is easy for them to get off track and, over time, miss the goals, objectives, and outcomes desired by the customer. This webinar discusses these areas and gives ideas to reduce project failure. If you cannot attend, a replay link will be sent out after the webinar. To register, go to [www.themathisgroup.com/webinars](http://www.themathisgroup.com/webinars).

## UPCOMING FREE WEBINAR

### PREVENTING FAILED PROJECTS

FRIDAY, JUNE 11

10:00 - 11:00 AM CST

1 PDU

TO REGISTER, GO TO

[www.themathisgroup.com/webinars](http://www.themathisgroup.com/webinars)



CLIENTS WHO  
HAVE BOOKED  
THIS COURSE

STATE OF KANSAS

FAA

MIDMO PMI  
CHAPTER

# PROJECT RECOVERY: HOW TO DETECT, DIAGNOSE, AND TURN AROUND FAILING PROJECTS - 3 DAY

*PDUs - 19.5*

**PMI's Talent Triangle Breakdown**

Technical - 12.25

Leadership - 2.50

Strategic - 4.75



face-to-face



virtual  
instructor-led

**Course Description:** This three-day course prepares participants in skills and techniques for detecting, diagnosing, and turning around failing projects. It will focus on process analysis and turn around strategies to support project recovery.

Projects can be unpredictable and may get into trouble and not fulfill the desired outcomes, goals, and objectives. At times, these projects will even fail and bring reduced opportunities with lower benefits. Failures can sometimes be caught early and turned around.

## **Course Objectives:**

### **Objective 1: General Definitions and Issues for Project Recovery**

Define project recovery

Define project success

Identify types of failure

Categorize degrees of project failure

### **Objective 2: Discuss what to do before the project gets into the red**

Describe the meaning of success for this project

Apply a health check-up on the project before the crisis

### **Objective 3: Recognize when the project needs recovery**

Analyze the level of intervention

Create a recovery charter

Solicit management support

Create an analysis log

### **Objective 4: Discuss what to do after the project gets into the red**

Identify the six-phase recovery process

Design an interview

Perform the recovery interview

### **Objectives 5: Examine how to move the project out of the red**

Perform an audit

Perform a root cause analysis

Express roles and responsibilities of team

Identify communication requirements for each stakeholder

### **Objective 6: Manage the Stakeholders During Recovery**

Identify emotional issues

Develop a communication plan and processes

Create escalation process to remove roadblocks

Gain frequent feedback from team members, customers, and management

### **Objective 7: Verify the project metrics and standards are working**

Compare audits to health recovery check-ups

Recognizing the warning signs in the recovery

Determine when the project will return to the original schedule



A WOMAN-OWNED SMALL BUSINESS (WOSB)



Providing quality, customized training and consulting services that inspire, educate, and equip organizations to be better tomorrow than they are today.

DR. KEITH MATHIS, PMP, PMI-ACP, CSM  
WANDA MATHIS, M.ED. PMI-ACP

# PROJECT MANAGEMENT TRAINING

OVER 60 PROJECT MANAGEMENT COURSES REGISTERED WITH PMI

PRESENTATIONS THE EDUCATE, MOTIVATE, AND INSPIRE

Since 1993, The Mathis Group has been helping organizations change worker productivity and behavior.

PROJECT MANAGEMENT  
MARKETING  
MOTIVATION  
ORGANIZATIONAL BEHAVIOR  
LEADERSHIP  
CUSTOMER SERVICE

## COMPANY MANDATE

The Mathis Group provides training and consulting that will impact the organization and individual while maintaining an outstanding reputation for success and integrity.

## VALUES STATEMENT

Every person has worth and should be treated with respect.

## AREAS OF EXPERTISE

- Curriculum Design
- Project Management
- Organizational Behavior and Development
- Management
- Marketing
- Strategic Planning
- Executive Coaching
- Performance
- Team Building
- Emotional Intelligence
- Leadership
- Customer Service
- Creating Customer Value
- Supervisory Leadership
- Coaching and Counseling

9515 N Spring Valley Dr  
Pleasant Hope, MO 65725  
800-224-3731  
417-759-9110  
(voice/fax)

[www.themathisgroup.com](http://www.themathisgroup.com)

keith@themathisgroup.com  
wanda@themathisgroup.com

DUNS Number:  
007722098  
CAGE: 3C1N9  
GSA Contractor Number:  
GS-02F-0010V

