

MILESTONE

*Providing Stepping Stones
Along the Path to Success*



A WOMAN-OWNED
SMALL BUSINESS

CONDUCTING
STRUCTURED
INTERVIEWS

Before a project begins, you must nail down its scope. There are some who don't feel that you need to know a project's scope in its entirety before you begin. However, if you don't know the scope, how can it be successful? Simply put, the project's scope is all the features and functions that the completion of the project will provide to the stakeholders. The most common reason a project may fail is because of poor scope definition. When the expectations of the stakeholders differ, there is no agreement or understanding of the end result.

The best way to ensure that the customer and the project team are on the same page is to conduct a thorough customer requirements interview. These interviews:

- Identify the real needs, requirements, and goals of the project
- Determine the steps of action to fulfill the requirements
- Know ahead of time the real measurements of success
- Gain real help from your team in reaching the goals faster
- Prioritize the requirements for better tracking
- Increase your chance of success by knowing all the goals and requirements up front

To ensure that the project includes all the work required, and **only the work required**, let's look at steps to conducting structured interviews.

Lay the proper foundation – Explain that conducting the interview is part of guaranteeing the success of the project. Convey the interview's importance and get buy-in from the customer. When the customer understands the benefits of this interview, hopefully, the more details he or she will give.

Make this event relaxed – This is not the time to be combative, only to understand the customer's goals. Your main goal of this interview is to gain information. Let the customer do the most of the talking while you ask clarifying and follow-up questions.

Take notes and document comments – This allows the customer to see and understand your seriousness. It's important for the customer to know that you take the project seriously. Having detailed notes reduces the chance that you'll miss key details.

Be supportive – Make comments which allows the customer to know you see where he is going. Occasionally, the customer may not know where the project should go, so your comments can help him gain clarity of direction.

Get detail, detail, detail – Asking and probing for the real meaning behind each comment is imperative to conducting a great interview. Good listening skills not only show the customer that you care, but that you will strive to give this project your all.

Understanding the final result the customer needs at the end of the project will make sure that you take it in the correct direction.

UPCOMING FREE WEBINAR

CREATING AUTHENTIC AND ACCURATE PROJECT SCHEDULES

FRIDAY, MARCH 10

10:00 - 11:00 AM CST

1 PDU

TO REGISTER, GO TO

www.themathisgroup.com/webinars



SATISFIED CLIENTS OF
THIS COURSE

State of Missouri
Oklahoma State University

PROJECT SCOPE MANAGEMENT - 2 DAY

PDU's - 13

PMI's Talent Triangle Breakdown

Ways of Working - 13.00



face-to-face



virtual
instructor-led

Course Description: In this two-day course, participants will focus on successful ways to control project scope. Organizations struggle with projects due to ineffective scope development and tracking. This course will ensure the ability to detail the scope and deliverables, as well as how to handle changes to the scope. This course also includes project life cycle, project definition, project baselines, and using the work breakdown structure. This course will follow one or more of Project Management Institute's knowledge areas of the *PMBOK® Guide*.

Course Objectives:

Objective 1: Create scope requirements for project

- Discuss how to interview the client
- Describe how to define the work

Objective 2: Create a Work Breakdown Structure

- Examine characteristics of a milestone
- Examine schedule issues
- Discuss schedule for multiple projects
- Discuss schedule for individual projects
- Examine scheduling changes and adjustments
- Discuss controlling the schedule

Objective 3: Assemble brainstorming and planning meetings

- Create a modified code of conduct for running an empowered team

Objective 4: Examine forms in scheduling a project and possible scheduling issues

- Discuss how to track multiple projects

Objective 5: Evaluate a real timeline

- Evaluate why time calculations are wrong

Objective 6: Analyze strengths and weaknesses of a Gantt chart

- Develop a critical path
- Define the critical path
- Evaluate the strengths and weaknesses of a critical path
- Discuss how to handle delays
- Discuss effects of a late start

Objective 7: Examine steps to create a project budget and develop a master budget control process

- Discuss implementation of project plan



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.

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WANDA MATHIS, M.ED. PMI-ACP

PROJECT MANAGEMENT TRAINING

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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
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