



A WOMAN-OWNED SMALL BUSINESS

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The Messenger

March/April 2021

A Letter from Keith

Everyone has a different definition of managers and coaches. Put simply, a manager is a person who is in charge and who makes most of the decisions. However, a coach is a person responsible for leading the team to making the decision over time. Let's look at each of these management styles.

Managers tend to be one directional in their leadership style. The manager will tell team members how the project is to be done without much input from others. This person likes to be in charge. On the flip side, coaches build the team to work together. They support, encourage, and direct team members to think on their own. A coach will facilitate decisions and give feedback back as needed. A coach loves to see the team succeed without taking the glory for him or herself.

We are seeing a shift in management styles from the Dinosaur Management to the New Millennium style. A manager who uses Dinosaur Management is very autocratic, demanding, and is only interested in the results being achieved with little or no communication from others. In the New Millennium style, employees are empowered, educated, and thought of as a resource. Employees work in an atmosphere conducive to creativity.



Coaching Skills

Eventually, every coach will have to deal with an employee that is not performing up to par. To deal with this employee, a meeting is needed. Once you have the face-to-face meeting scheduled with the employee, you must prepare. Following these guidelines will help ensure that the meeting goes smoothly and successfully.

Conduct the meeting in private.

No one enjoys getting critiqued in public. A private meeting ensures that everything said will be confidential. Also, people are more willing to express themselves openly if they do not have an audience. Have only yourself and the other person, unless a third party is absolutely needed. If possible, keep the meeting to only yourself and the other person. Occasionally it is necessary to have a third person in attendance as a witness.

Prevent interruptions so that the flow of the discussion will not be stopped.

By preventing interruptions, the meeting will flow more smoothly. The discussion will not be



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Coaching Skills continued

stopped and you will not have the risk of another person overhearing any of the conversation. Not answering your phone or taking visitors are all ways to achieve this.

Allow plenty of time for the meeting.

Do not rush the meeting. By not having to rush off, you will be able to cover all necessary topics and allow ample time for questions.

Describe the exact behavior the employee must change and how to change it.

Do not assume that the employee knows the behavior that needs to be changed. When discussing the unsatisfactory behavior give specific dates and times. Don't focus on the little things, but on the behavior that is really the problem. The more specific you are, the more likely the employee will make the desired changes.

Anticipate the employee's response and how you will answer them.

By planning ahead, you should be able to anticipate what the employee's reaction will be. Keep the meeting positive. Do not give the employee reason to get defensive.

Create a plan on how you and the employee will attack the unwanted behavior.

Work together with the employee to find a plan of action that is acceptable to both of you. By letting the employee be a part of the solution, he or she will be more likely to follow through.

Get buy-in from them before moving forward.

Before the meeting ends, make sure the employee understands everything discussed and the action plan. Make sure they know how to change the performance and where to get help. Reiterate the consequences for not changing the behavior.

Follow-up

After an agreed upon amount of time, have a follow-up meeting with the employee to evaluate if the necessary changes are being made or if some adjustment needs to be done.

Coaching employees is difficult to achieve. By following these guidelines, you will be able to improve undesirable employee behavior.

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2021 BOOT CAMP DATES

April 19-22	Live, Virtual PMP®
May 12-14	Live, Virtual PMI-ACP®
June 7-10	Live, Virtual PMP®
August 23-26	Live, Virtual PMP®
October 12-15	Live, Virtual PMP®
November 8-10	Live, Virtual PMI-ACP®
December 6-9	Live, Virtual PMP®

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YOU PASS OR WE PAY



Truth

1 Corinthians 10:31
So, whether you eat or drink, or whatever you do, do all to the glory of God.

Proverbs 23:12
Apply your heart to instruction and your ear to words of knowledge.

A helpful companion is as good as a coach.
Japanese Proverb

STUDENT Spotlight

We want to recognize students who have successfully passed the PMP® Exam.

Please write a recommendation about our class.

Without this class, I would have been in for a rude awakening the first time I sat for the PMP® exam. I definitely wouldn't have passed on the first try without the knowledge, tips, and tricks learned in the PMP® boot camp.

Congratulations, Tom Johnson!

How do you think the PMP® Certification will help your career?

I feel the PMP® will act as a testament to my project management skills, allowing me to move out of an individual contributor role on projects and into a technical lead type role. While I've already done that to some extent, the certification is one more item of proof to back up my skills.

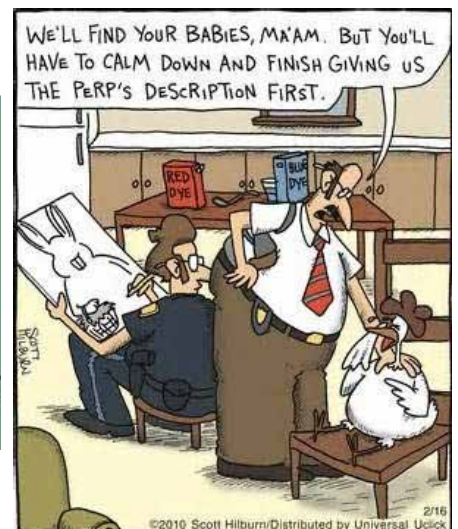
What was the most challenging thing about the Boot Camp?

It was a lot of information to digest in one week.


What was the best thing about the PMP® Exam Prep Boot Camp?

I came out of the boot camp with an appropriate sense of how challenging the test would be - thanks to previews into the types of questions we'd be expected to answer. This allowed me to do an appropriate amount of preparation before hand. Without this I may have underestimated the test difficulty and not prepared adequately.

Just For Fun



<https://www.pinterest.com/aprilr5739/easter-humor/>



2021 LIVE, INSTRUCTOR-LED, VIRTUAL CLASSES

PMP® BOOT CAMP

APRIL 19-22

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For more dates and information, go to
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New Self-Paced Online Project Recovery Course!

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 or bring reduced opportunities with lower benefits. Some failures, however, can be caught early and turned around. This course prepares participants in skills and techniques for detecting, diagnosing, and turning around failing projects. It will focus on process analysis and turnaround strategies to support project recovery. Upon completion, this course will give you 19.5 PDUs.

We'd like to give you a free preview of this course.

You can watch Keith's welcome video and the first lesson at no cost. Once you purchase the full course, you will have 60 days to complete it.

For more information, go to
**[www.projectcoachingexpert.com/
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