



PMO HACKS IN THE DIGITAL ERA

GAUTENG PMO FORUM

11 NOVEMBER 2016

AGENDA

1. What We're Exploring Today
2. Challenges You Face as the PMO
3. Finding a Matching Persona
4. Let's Get Digital
5. The Solution
6. Gamification of the PMO
7. Social Business Channels

1. WHAT WE'RE EXPLORING TODAY

Project Hacks

Hacks that help you deal with project problems or challenges in a simple and easy way!

Digital

A new way of engaging stakeholders through a new way of doing business

Gamification

Using points or scoring to encourage participants to compete with each other

2. CHALLENGES THAT FACE THE PMO





Let's ask a few questions:

1. As the PMO, what are the challenges you face when engaging your stakeholders?
2. What do you think your stakeholders feel about you?
3. Have we gotten better at planning?

3. FINDING A MATCHING PERSONA

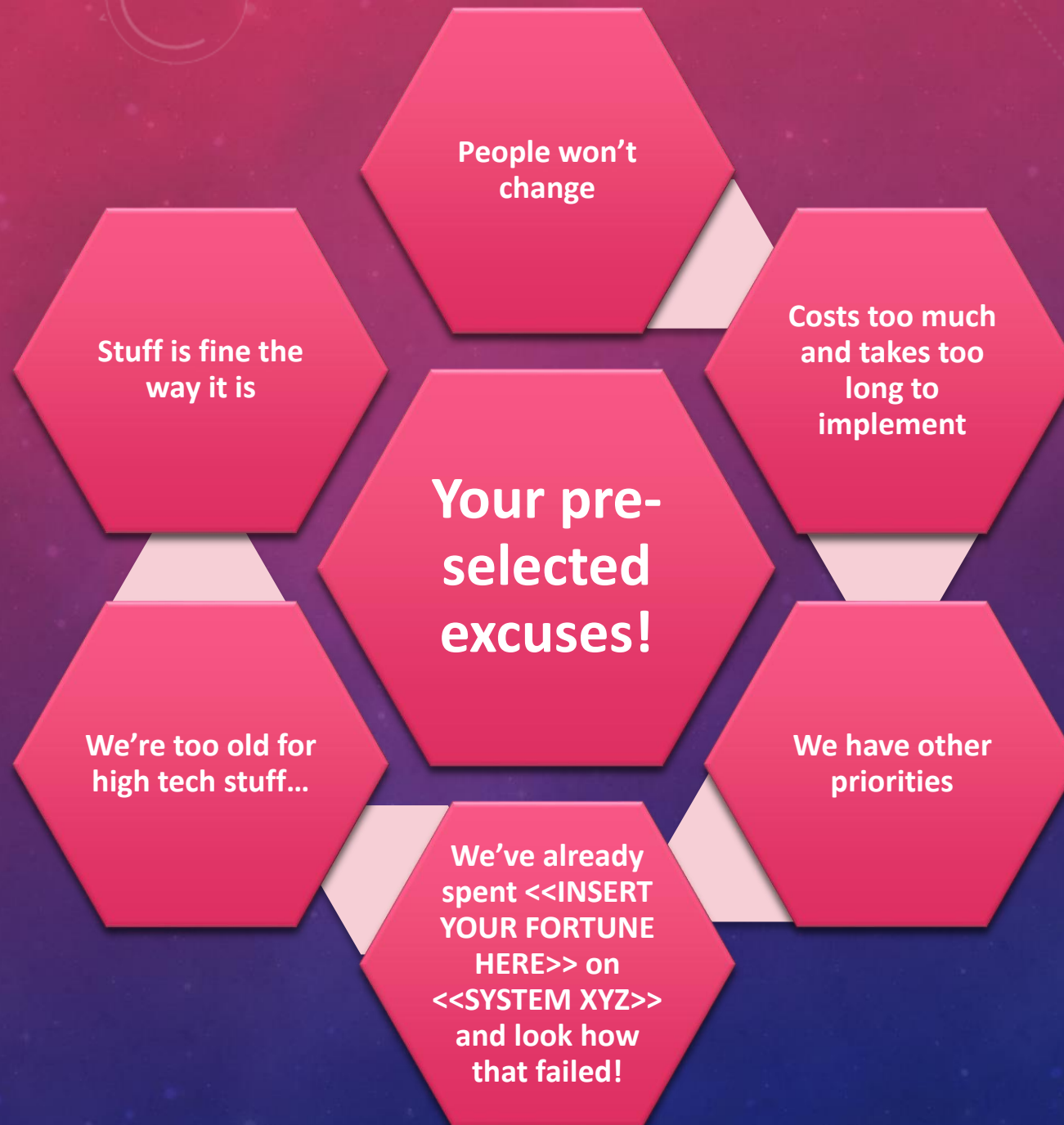
- Not talking about maturity, skillset, size, scale or years of existence – rather what is your persona. Two ‘mature’ environments can have vastly different personas – **its an aspect of the PMO’s character as perceived by others**
- Personas matter – they direct your image, your values, your culture and service to your stakeholders

Change Champion

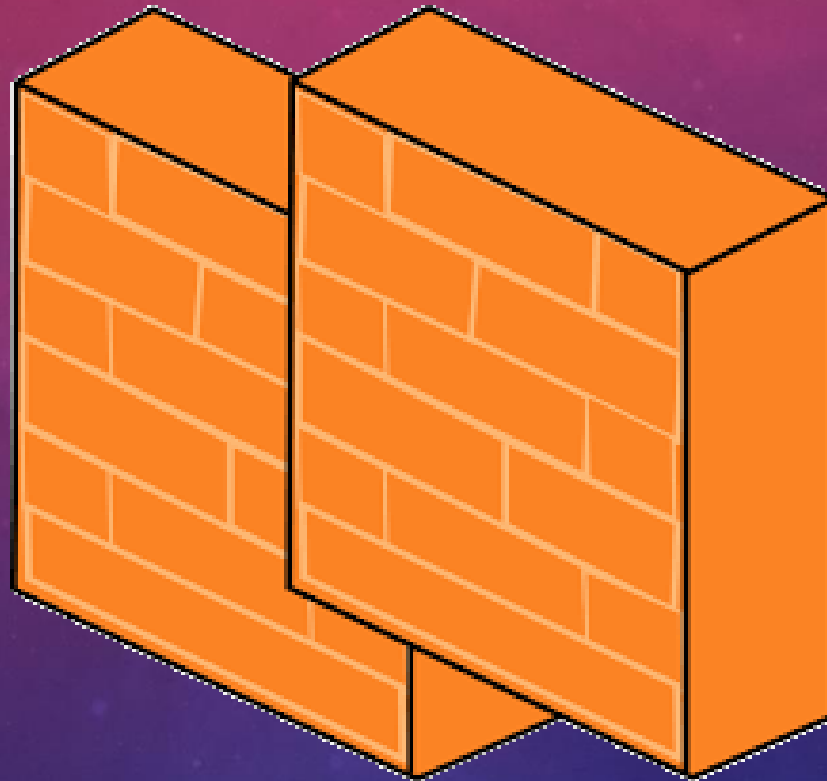
Blackberry <ul style="list-style-type: none">• Great start• Changed the world• Didn't notice the continuing changes 	Uber <ul style="list-style-type: none">• Ubiquitous• Customer centric• Innovative 
Kodak <ul style="list-style-type: none">• Old school• Solid track record• Didn't see the need to change 	Google <ul style="list-style-type: none">• Open source• Sharing• Supportive 

Complementary

4. LET'S GET DIGITAL!



THIS ISN'T FOR EVERYONE!

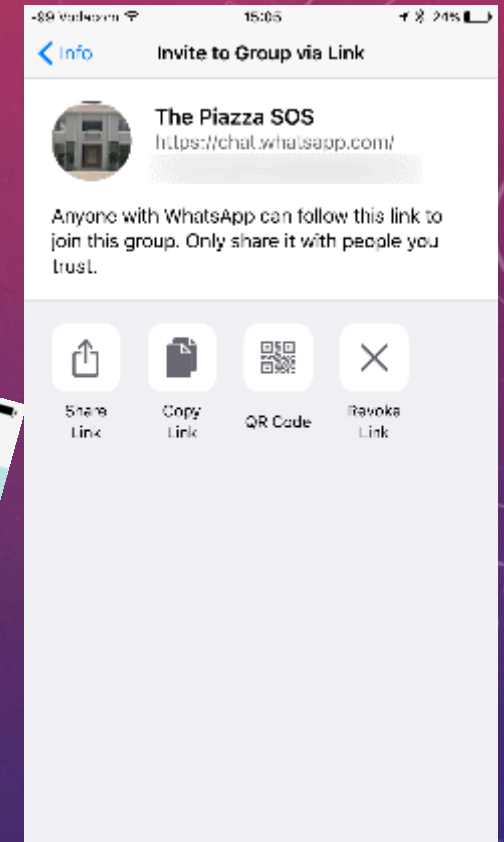
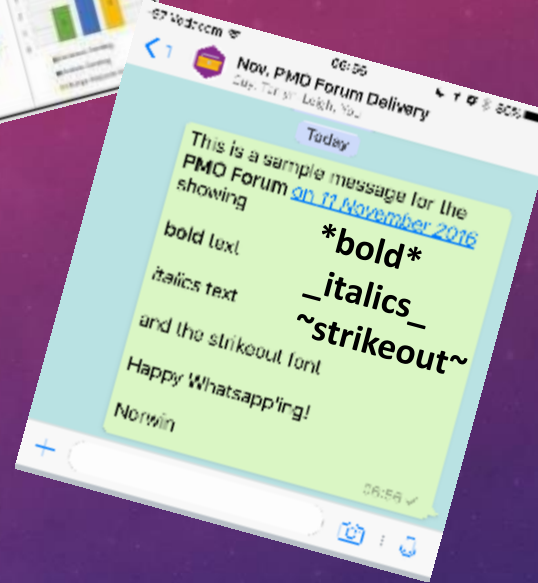


HOPEFULLY I SURPRISE YOU

5. THE SOLUTION LIES IN YOUR POCKET (LITERALLY)



AND COSTS (CLOSE TO) ZERO...

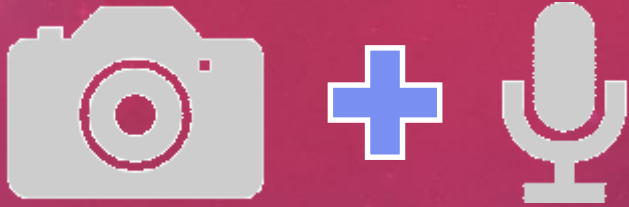


What its used for.....

- Groups – admin can invite ANYONE
- Image annotation & text enhancement
- Voice calling and voicemail 🗣️
- Desktop version
- File transfer
- WhatsApp's (and other messaging services) biggest downfall is...

All very useful for your PMO for quick and effective communications

BUT YOU KNEW ALL THIS ALREADY!

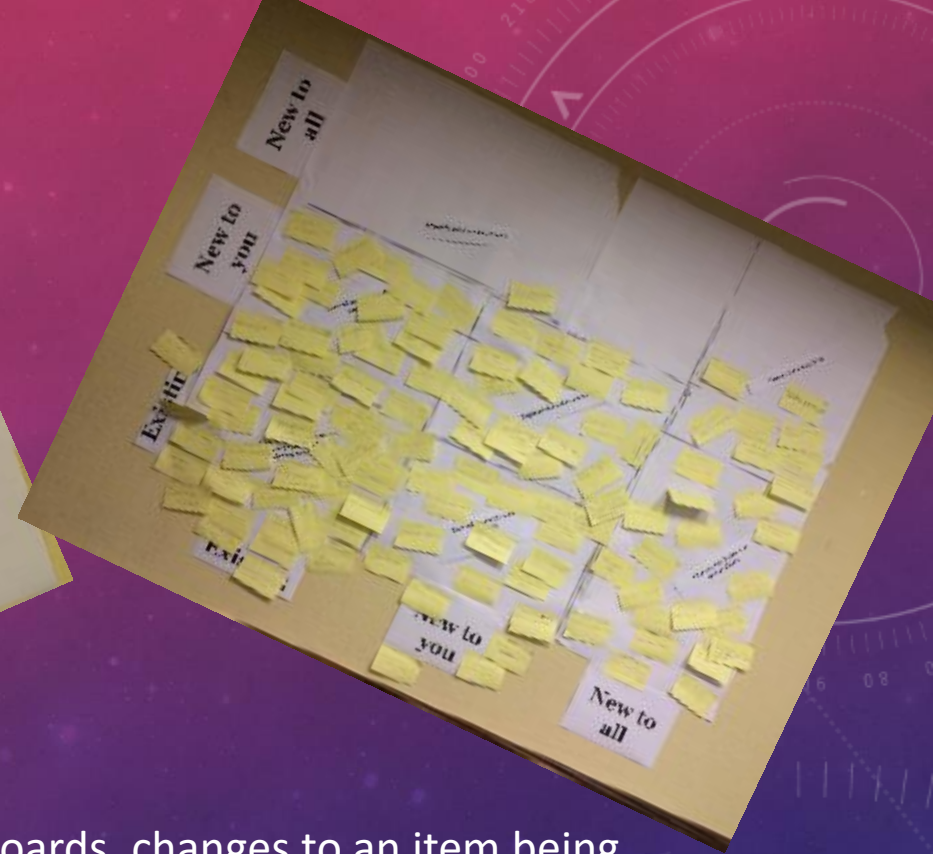
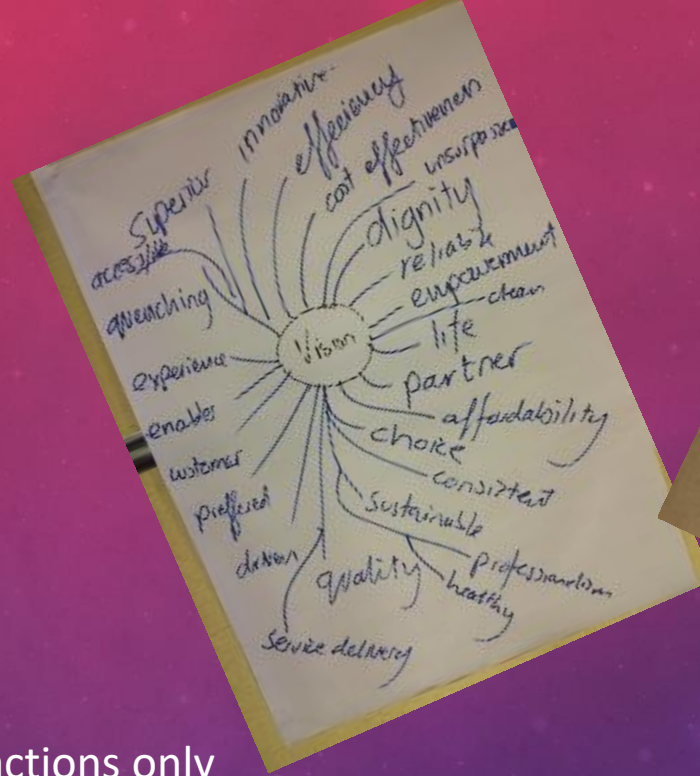


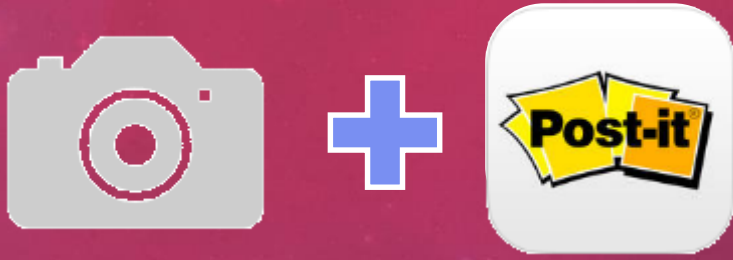
What its used for.....(Seriously?)

- #MinutesMustFall
- Photograph EVERYTHING
- Record meetings and share that; note actions only

Quickest and easiest way to record meeting attendees, decisions on whiteboards, changes to an item being constructed or being built, proof of <<delivery, receipt, presence, completed, etc.>>

A picture paints a thousand words





What its used for.....

- Post-It® Notes should be in every project's survival kit
- But they can pose challenges – they don't always stay where they belong
- Guess what? There's an app for that!

Use the Post-It® Notes app to capture, organise and communicate Post-It® Note exercise outcomes

Photograph
Post-It®
Note
Exercise





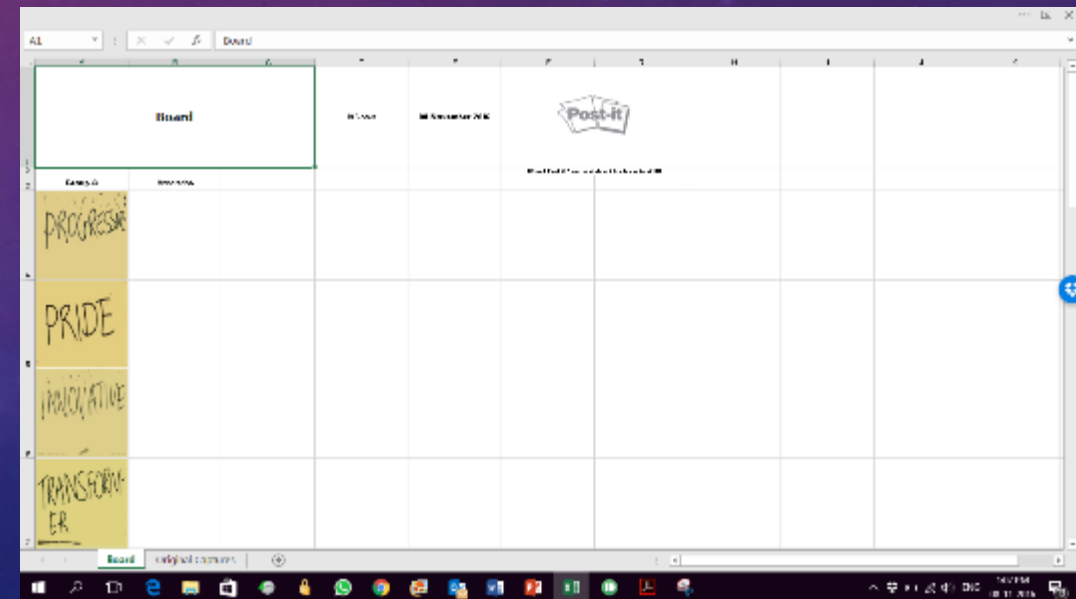
Scan and select Post-It® Notes using the App



Arrange Post-It® Notes and even add some if you need to



Output to PDF or image, Excel, etc.






What its used for.....

- Got something on your phone that you quickly want to see on your laptop? Use PushBullet!
- It allows the ability to quickly transfer files and images between all the devices you chose to add to the app
- Consider how often you have a document / photo on your one device and you urgently need to get it to another device, e.g. from mobile to laptop, and most of all, it doesn't need an active Wi-Fi session!

Reduce the frustration of memory sticks, cables, emailing, etc. between your OWN devices!



What its used for.....

- Sharing files between devices (phones, tablets, laptops and desktops) that *aren't yours* (different to *PushBullet*) without using cables or USB drives / memory sticks
- It allows the ability to quickly transfer files and images between any device that has the app installed, without consuming data – it creates a hotspot to connect the two devices
- **That crisis before a presentation as no-one has a memory stick with them and your laptop doesn't connect to the projector?** Share the file with ShareIt! Admit it, you've all had this happen 😂
- Especially for those video clips! 

Again, reduce the frustration of memory sticks, cables, emailing, etc. between devices!

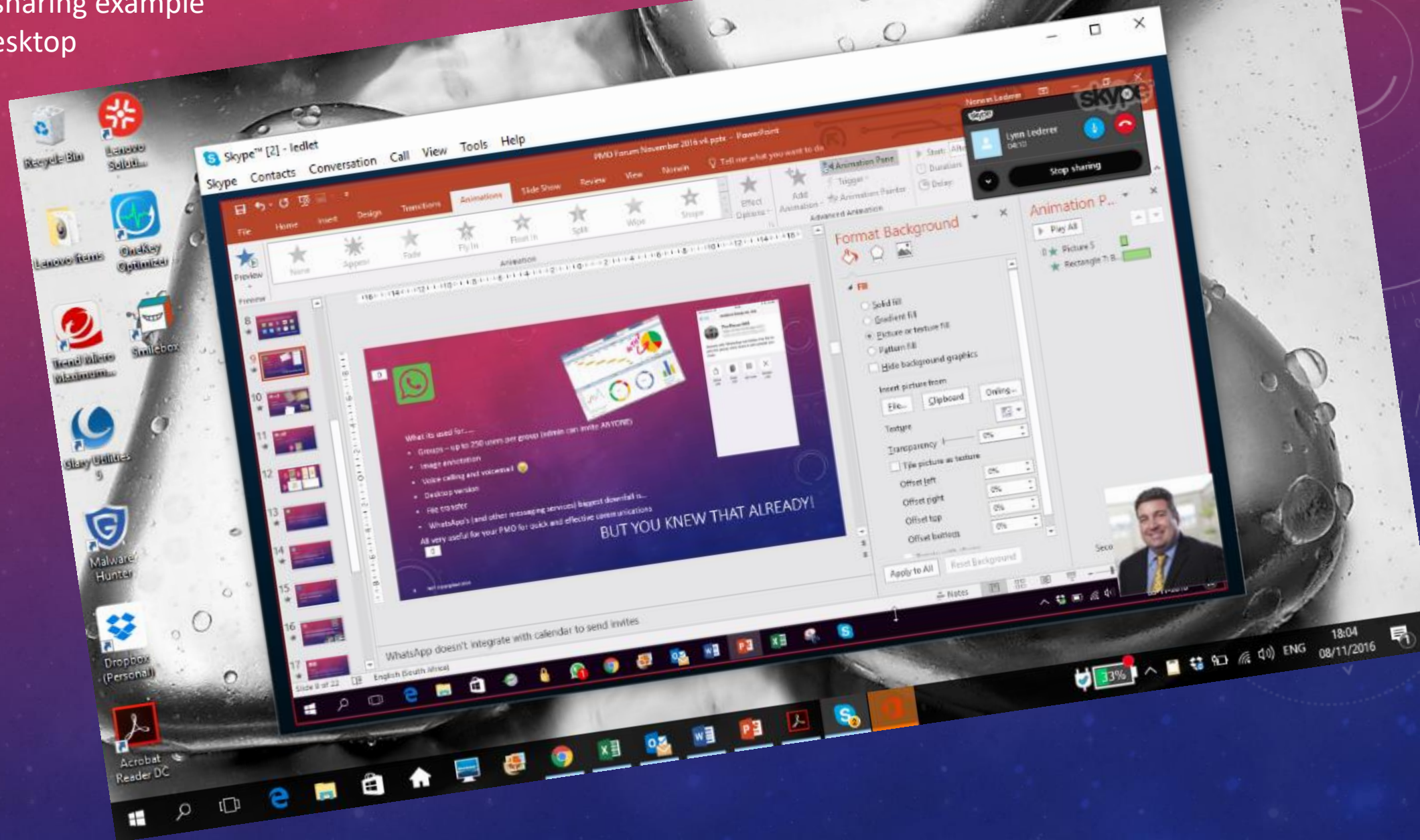


What its used for.....

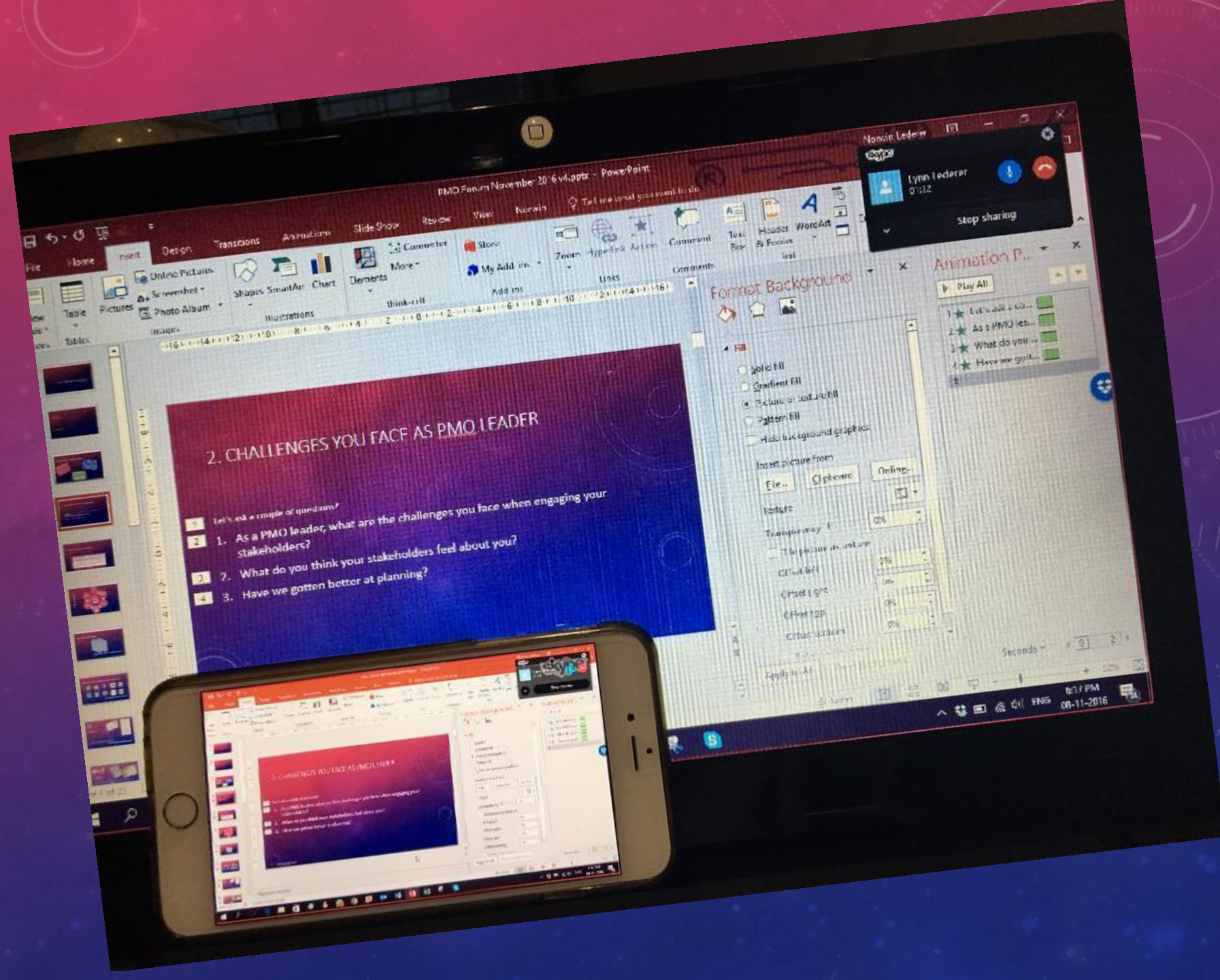
- Skype is pretty universal – it can be used for instant messaging, file transfer, audio and video calls, and screen sharing!
- This is especially useful for multi-nationals that have distributed PMOs such as one per country or region – use Skype to run your meetings, share the files in the meeting, and using PowerPoint built-in laser pointer show the remote audiences what you are speaking to
- Skype, is one example – there are other tools such as Google Voice, Talky, Viber, Line, WebEx, GoToMeeting, etc.

Cut down on travel time and use dial-in.

Skype screen sharing example on a laptop Desktop



Skype screen sharing example
even on a mobile device!





Quick! Scan Me!

What its used for.....

- QR (Quick Response) Codes are *quick* and easy for sending info or providing info
- Can be used for a business card, a webpage, an email address, geo-location, calendar item, or free text
- Generate them at goqr.me, or Google QR Code Generator
- Insert the QR Codes in messages, emails, or paste them on a chart, meeting room door, etc.

Use them to record decisions, likes, or outcomes!





What its used for.....

- Calendar and contact records to avoid relying on your own memory – you will slip up
- My personal bugbears are poorly created calendar invites and incomplete contacts – it only takes a few seconds but can save frustration and embarrassment later, and enhance professionalism
- If you haven't already, ensure you have a proper signature in your email footer, and see if your venues are on Google Maps

4. GAMIFICATION OF THE PMO



- Why not set up your next Steerco as a world café / a standing walk-about?
- With QR Codes for your executives to scan for info, or to 'like' statuses?
- Gather 'yes' or 'no' answers quickly through an app or Survey Monkey
- Make them use their phones in the 'meeting' – they are already in any case
- After the 'steerco' tally up the responses, supported by photos of attendees, and WhatsApp the outcomes to them!





THE MECHANICS OF PMO GAMIFICATION

- Create achievements for PMs to unlock or find – e.g. badges for on-time submissions of status reports
- Place 'Easter eggs' inconspicuously in documents for rewards – the old adage of 'did you find my spelling mistake?'
- Rewards for commenting solutions to other's risks and issues
- Survivor badges for positive steerco outcomes
- Keeping to time limits in presentations earns points
- QR code scanned by most C-Suite executives
- Most viewed online report / steerco pack
- Assign hero statuses to PMs who have 'been there and got the t-shirt'
- Quizzes are a great way to learn
- Convert your project life-cycle into a Monopoly board game / or Snakes and Ladders for governance!
- Why not even place 'bets' on positive outcomes? It is risqué but engaging





- Benefits

- More engaged employees – many surveys and studies have demonstrated that today's employees are disengaged
- Visibility & transparency – no more sweeping project mistakes under the carpet
- Quick onboarding – you won't need to train people on how to use templates!
- Can work without apps! Whiteboards and flipcharts can suffice

- To make it work

- Test it and get inputs before taking into the wild
- It must feel like a game and not a chore / demand
- Keep it simple and don't reinvent stuff that's already in play
- Rules must be easy to follow, but not easily broken



Thermometers have been used to gamify charities for decades!

6. SOCIAL MEDIA BUSINESS CHANNELS

There are many tools for use in PMO's and the project environment

- Messaging – you probably have it already!
- Intranet – create live chat and forums
- Status – enable the 'like' function and open up your comments
- Internal micro-blogging – Twitter type broadcasts e.g. Yammer
- Upload – allow the photo roll to well, roll
- Collaboration – office suites provide this functionality already

THANK YOU

NORWIN LEDERER

NORWIN@PLANETLEDERER.COM

082 821 6929



@norwin



/norwin



norw.in



in/norwin



[norwin.lederer](https://www.snapchat.com/add/norwin.lederer)

If you'd like to stay in touch.....

