

Presidents Message

Getting Good Information Supports Sound Decisions

What a dynamic presenter our April 23rd Meeting guest speaker, Mr. Pieter Droog is! And his topic Tuesday evening was a very thought provoking one – Leadership vs. Management. I made notes while listening to Pieter as he described the objectives and the traits of each. He made many statements that we've heard in one form or another supporting the power of effective communication. I especially agree with him that successful leaders create an atmosphere to enable and support the growth of those around them. And if I may add to that, it is this atmosphere which also creates a reliable environment for sound decision making.

In today's workplace, project managers and all our front-line leaders must make decisions almost every day that can have a critical impact on their goals and commitments. These decisions also impact the success of their products, operations, services and of course the members of their teams. Many decisions can be complex and most certainly require more than one perspective.

We managers and leaders must be masterful at gathering information from others to formulate sound decisions. Creating an environment that fosters collaboration is so important. This was brought to my mind several other times over the past few weeks as I worked with stakeholders and team members to develop user stories, understand the operation of applications ready for testing and most recently this past Saturday. Many of the active PMI-NNV volunteers joined with your Chapter Board of current and incoming officers to define our objectives, priorities, and our strategic/tactical road map at this year's Strategic Planning Meeting.



Thanks to VP of Finance Ken Ray for hosting the event at his company Quantum Rewards in Incline Village. Great office environment and certainly conducive to getting down to business! We had plenty of interaction-opinions-dialog-questions-discussion-compromises as we worked through our agenda. And at the conclusion of our day, we had accomplished our objective of developing a solid plan in each of the chosen discussion areas: Professional Development, Sponsorship, and the PMI-NNV Organization Blueprint of Roles & Responsibilities.

Have you ever really thought about how we do this? Create that successful environment for effective collaboration? How we "get good information from others" and turn that information into clear/viable decisions? On the surface, this may seem straightforward and simple. However, any leader managing a busy work location or project knows how easy it is for vital information to be inadequately or inaccurately communicated or just misunderstood. And decisions based on incomplete or poor information rarely works out. In some cases it can be very costly. I came away from our Saturday workshop with a great sense of accomplishment – because this group of project management professionals did exactly what it takes to draw out good information. We utilized "focused listening" and questioning techniques sufficient enough to make some pretty sound decisions, on which we will move forward! And to do so as a team is very commendable. Keep these things in mind for your discussions, as you strive to acquire the information necessary to make those all important decisions:

- Focus the discussion on the information you need
- Encourage dialogue through eye contact, expression, facilitation - so critical!
- Use open-ended questions to expand the discussion and close-ended questions to prompt specifics
- State your understanding of what you are hearing
- Summarize and close the discussion

All these communication techniques were utilized throughout the day, along with Jessica capturing our discussions and assigned actions, and several attendees taking pictures of our flip charts and white boards brainstorming sessions. Thanks to this dynamic group! Please reach out to take advantage of their expertise as you network within our chapter to build your skills in this area: Julia Childs, Sue Churchill, Jessica Craig, Joe Fitts, Sharon Grundy, Shabha Lakshminarayana, Tina Mudd, Cheryl Olson, Ken Ray, John Sheltren, Tracy Sharp, Dave Sharp, Deanna Taylor, and me! And keep in mind that the more informed your decisions are the more effective your

decisions will be. See you at your next event and mark your calendars now to attend our special dinner meeting on June 25th as we celebrate our start of PMI-NNV Year 5!

Carmen Jones
PMI-NNV President

Monthly Dinner Meeting

Project management is the most satisfying of professions as projects are planned with perfect foresight, budgets are ample to meet objectives, stakeholders are fully satisfied with results, designs never need to be changed, equipment always costs less than budgeted, arrives on time and in pristine condition, contractors never make mistakes and unionized labor never goes on strike.

In our dreams, perhaps!

Rather, the Project Manager is required to navigate projects to successful completion as if through alligator infested waters as various challenges occur along the way. We accept these challenges with humor knowing that "anything that can go wrong, will – at the worst possible moment" (Finagle's corollary to Murphy's Law). The greatest satisfaction is solving problems and achieving project goals in spite of it all.



Shirley Beasley will discuss creatively overcoming obstacles using examples from her diverse experience, having worked for Dow Chemical, Oscar Mayer, Xytel, Proctor & Gamble, IBM and most recently EP Minerals. Shirley is a Chemical Engineer/MBA (Washington University in St. Louis and University of Chicago Booth

School of Management) and is currently President of Promethean Advisors, Inc.

In addition, Shirley has a passion for quality education and has served our community as Chair of the Washoe County School District Parent Involvement Council, as Nevada PTA representative on the Nevada Legislature's Washoe County Schools Construction and Revitalization Committee as well as various other PTA positions. Shirley remains keenly interested in legislative matters and was most recently quoted on 4/10/13 in the Reno Gazette-Journal advocating for Senate Bill 445 on School Choice Scholarships.

Meeting Time and Location

When: May 28th 5:30pm - 8:00pm

Location: Twisted Fork Restaurant (1191 Steamboat Parkway, Suite 1400, Reno, NV 89521; Next to RC Willey).

Time: Networking from 5:30pm then dinner and announcements begin at 6:15pm, and the presentation begins at 7:00pm.

Fees: The charge for dinner and presentation is \$25 (\$20 members); \$10 (\$5 members) for the presentation only.

Register on-line at <http://www.pmi-nnv.org/>. One PDU can be earned for attending.

Monthly Lunch Meetings

In addition to the PMI-NNV monthly evening meetings, we have two lunch time meetings so that you may attend the location most convenient for you. The format will be the same for all lunch meetings: relaxed with lots of discussion about real-life experiences in project management.

May 14th Our monthly Carson City lunch forum will be held every 2nd Tuesday of every month at High Sierra Brewing Company at 11:30 to 1:00pm.

May 21st Our monthly Reno lunch forum will be held every 3rd Tuesday of every month at Jack's Cafe (at 7671 S. Virginia Street) at 11:30 to 1:00.

New Chapter Members

Welcome to our new Chapter Members:

- Brian Kagele
- Lani Havlicek
- Barbara Berry
- Nancy Thompson
- Scott Gibson
- Brenda Lee-Tan
- Tina Wu
- Jeffrey Hale
- Paul Oksol
- Roger Hanson

- Douglas Maloy
- Ralph Call
- Christina Leach
- Howard Riedl
- Michele Dennis
- Dean Mottram

Want to Advance Your Career and Extend Your Longevity? Help Others

People have long acknowledged that to advance in their careers they need to focus on developing themselves by learning new skills, attaining new knowledge, and seeking out challenging new experiences. But did you know developing others could also positively impact your career?

According to a recent study led by Catalyst, "High potentials that were developing a protégé had \$25,075 greater compensation growth from 2008 to 2010." The study also demonstrated that developing others is a significant predictor of career advancement.

How is it possible that developing others could positively impact your compensation and career advancement? "It may be that developing other talent creates more visibility and a following within the organization for the high-potentials who are doing the developing, which leads to greater reward and recognition for the extra effort."

The study uncovered additional interesting information when it comes to "paying it forward" and developing others:

- **If you've had development help, you're more likely to develop others:** 59% of employees who received developmental support were, in turn, developing others.
- **Sponsorship counts when it comes to paying it forward:** 66% of high potentials who were sponsored (had someone with power and influence open doors of opportunity and advocate to help them obtain projects and assignments that enhance their visibility and position) were developing others.
- **People in higher-level positions more likely to develop others:** 64% of high potentials at the senior executive/CEO level were developing others compared to only 30% of high potentials at the individual contributor level.

Besides helping your career, volunteering to help others also has health

benefits.

- **Helpers live longer**
 - If you help others on a regular basis with genuine care, studies show it helps you live longer. The thought is a constant influx of the combination of feel-good chemicals, less stress, increased immune system and increased mood, will extend your life.
- **Giving helps you overcome stress**
 - To help someone you don't know, you have to overcome the natural impulse to avoid risk. Every time you help a stranger, you are reaching out a little, and that can make you feel vulnerable. The theory is that to overcome those fears, your body releases a hormone called oxytocin, which helps you buffer stress while increasing social trust and tranquility.
- **Thought of giving fills the brain with good chemicals**
 - When you imagine helping someone, a part of the brain (the "mesolimbic system") lights up, says Stephen G. Post, Ph.D., professor of preventive medicine at Stony Brook University in New York and author of "[The Hidden Gifts of Helping](#)." "It's an evolutionarily ancient, emotional part of the brain," he says. "When people just think about giving, the body doles out feel-good chemicals such as dopamine, which has a soothing effect, and possibly serotonin, one of the brain chemicals we treat depression with. They feel joy and delight--helper's high."
- **Increases compassion**
 - Releases the hormone oxytocin, the compassion hormone. "When people are in a caring modality, circuits in the brain are active that can't be active during hate or hostility. It pushes aside those negative emotions."
- **Mood elevation**
 - It doesn't happen to everyone, or every time, but it's very common. In one study, more than half the people who worked in a soup kitchen for a couple of hours felt a mood elevation. Says Post, "Some people feel more tranquil, peaceful, or serene; others, warmer and more trusting."
- **Good for your heart**
 - Pulling the plug on the stress cycle is good for your heart. "Having high levels of cortisol in an extended way is bad for the cardiovascular system," says Post. "It's a good predictor of heart problems." People who score high on hostility scales are more likely to have heart disease. It's not so great for the brain, either: "Cortisol is associated with hippocampal atrophy, which is in turn associated with dementia," says Post. "Getting away from yourself, reaching out and contributing to the lives

of others, especially in hard times when people are anxious about economic conditions, is a very healthy thing."

Bottom Line: Paying it forward by developing others can actually have a payoff in your own career with greater advancement opportunities and higher compensation. It improves your health by reducing stress, increasing your mood, and increasing your positive thoughts.

If you are looking for an avenue to help others and your career, PMI-NNV has volunteering opportunities right for you. Visit our [website](#), contact Tracy Sharp, Volunteer Director, volunteer@pmi-nnv.org or contact me for more information, Julia Childs, VP-Marketing@pmi-nnv.org.

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