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The Project Reformer's e-Tip of the Week

010: Leaders Produce Trust in the Project Setting

Project managers often think their work is having a good schedule, assuring the contracts are at the best prices, reporting status to management, and attending to the customers' changing requirements. While all that is important it isn't what separates a good project from a great project. Great projects occur in a setting of trust.

Projects inevitably require learning, innovation, and always cooperation. Many projects are composed of team members who are strangers to each other. Certainly the low-bid subcontractors find themselves on project teams where few people know each other. You even find strangers on project teams in the same company. If you want great project results you must have trust.

The principal work of the project manager/leader is to continuously tend to trust. Not the naive trust, rather a prudent trust that turns strangers into friends and friends into team mates. The work of cultivating trust ends when the project is complete.

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