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The Project Reformer's e-Tip of the Week

011: Attend to the Critical Conversations

What's critical? Here's my top five list:

1. Checking on how people are doing is critical. Not for a status report; instead as one human being concerned for another.
2. Inquiring who needs help to keep their promises on the project.
3. Investigating what is going well, what people are learning, and what needs more attention.
4. Reminding team members of the up-coming promises due to the customer.
5. Acknowledging people for their effort, accomplishments, and cooperative behavior.

How do you go about these conversations? You make it your habit. Start by being intentional. Carry a cheat sheet to remind yourself of the conversations you will have. Make notes to yourself while in conversations to follow-up with help, to record what you are learning, and to increase your attention to the speakers. Repeat this process at least daily on your project. Share what you have learned from these conversations in project coordination meetings.

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