



Northern Utah Chapter

PMTimes

In this issue

President's Message **P.1**

November Luncheon "Taking the Stairs" **P.2**

PMI-NUC Membership by Industry **P.3**

Calmingirate Customers... **P.3**

Did You Know... **P.5**

New PMPs and Chapter Members **P.6**

Upcoming Chapter Events **P.7**

ISSUE

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President's Message

Warmest greetings I say as we bid farewell to summer and bring on the crisp chill of the fall. I am excited to be in this capacity of service to share a few words about our chapter.

We have several events planned this quarter, like our monthly luncheons and our Autumn Social. In November, we have scheduled Rory Vaden to speak at our luncheon. Rory has presented his message; "Take the Stairs – Success Means Doing Things You Don't Want to Do," to many PMI groups across the country and I trust he will deliver a motivating message for us as well. We also are excited about our evening social to recognize the service of our volunteers and network with our colleagues.

As I reflect on our chapter mission — "To increase the professional capabilities and credentials of project managers and business professionals through high quality educational events, premium networking and volunteer service opportunities" — I feel very good about our direction and offerings to our valued membership. I have seen our volunteers take on heroic assignments to serve the needs of our members, and create outstanding events for learning, career advancement, and networking. I am also very excited to welcome our new board members and volunteers who have demonstrated the desire to carry the torch from the past and ignite a fire to blaze new ground by raising the bar for the coming year.

Volunteers are the life blood of our association. Our success is directly influenced by your involvement and service. Our chapter has experienced tremendous growth over the last few years and we are seeing continued growth today. As we grow, more volunteer opportunities are available and your support is graciously received.

An added benefit of volunteering is of course earning PDUs toward your PMP recertification. Our board members and volunteers must work together like a team with one voice and intention rather than a team of individuals. It is our role as board members to lead this team of enthusiastic volunteers across the goal line of success.

Our success is directly influenced by your involvement and service.

After all, leadership is a journey that is never finished and I look forward with delight to enjoy this journey!

Please remember to stay connected to the chapter by visiting us on our website at <http://www.projectmanager.org/> or look for our group on LinkedIn, Facebook, and follow us @PMINUC on Twitter.

I look forward to visiting with you at our next event!

Continued success,

—Randall Smith, PMP
PMI-NUC President

LinkedIn (PMI Northern Utah Chapter) – 226 members
Facebook (PMI Northern Utah Chapter) – 72 likes
Twitter (@PMINUC) – 132 Followers and 58 Following

November Chapter Luncheon

Take the Stairs — Success Means Doing Things You Don't Want to Do

Speaker: Rory Faden, MBA

Success is different for each of us but the path to get there has the same obstacles: fatigue, rejection, failure, distraction, burnout, complacency, and countless others. Yet there is one common characteristic and one universal trait that virtually every single successful person must have before they add anything else; discipline. This inspiring program shares critical insights and erases common misconceptions about how to build self-discipline.

Rory's message "success means doing things you don't want to do" is unique, important, and a fresh one that all people need to hear. Think about this way, the last time you were in front of a set of stairs and an escalator, did you take the stairs? If you're like most of the population chances are you didn't but what would it be like if we lived in a world where people DID take the stairs? Not just literally, but metaphorically speaking, what if more people chose the hard right over the easy wrong? How could more discipline transform the way decisions are made and actions taken? What impacts could discipline make in your future? What changes could be made in you today?

Rory's Take the Stairs message has turned into a world-wide movement motivating people towards action. Audience members from over 20 different countries have made a personal commitment to eradicate procrastination and champion more self-discipline. This presentation uncovers how challenges like procrastination, creative avoidance, indulgence, and overwhelm affect the specific environment in which you work and live. You will leave understanding why we don't do the things we know we should do and how to overcome that challenge. More importantly you will have the tools to not only develop more discipline in your own life but to be an agent of creating a culture of self-discipline everywhere you go and with everyone you meet.

Please see the PMI-NUC website for more information on this luncheon: <http://www.projectmanager.org/nextluncheon.html>

—PMI-NUC Board

About the Speaker:

Rory Vaden is a Self-Discipline Strategist whose insights have been shared on Oprah radio and featured in print media such as SUCCESS Magazine. Rory has degrees in Business Management, Leadership, and an MBA from the University of Denver. He is the Co-Founder of a multi-million dollar sales training company, Southwestern Consulting®, and has personally coached top producers such as Chad Goldwasser, the former #1 Keller Williams agent worldwide. He is also an all-time production record holder for the 150 year old network marketing organization, The Southwestern Company. As a two time world champion of public speaking finalist for Toastmasters International, Rory has shared his compelling "Take The Stairs" message with people in Taiwan, China, Canada, the UK, and all across the USA.

In addition to being an author, speaker, and entrepreneur, Rory is leading a rapidly growing international social movement called the Take the Stairs World Tour in which he is raising money for charity by climbing the 10 tallest buildings in the world. Combining a hilarious and compelling delivery with unprecedented expertise, Rory energizes audiences into action.



PMI-NUC Membership

Membership within the Northern Utah chapter of PMI continues to grow. In September of 2010 our chapter consisted of 700 members and at the end of September 2011 our chapter now has 863 members. This is great news and we encourage everyone to spread the word to other Project Management colleagues about PMI and the Northern Utah chapter.

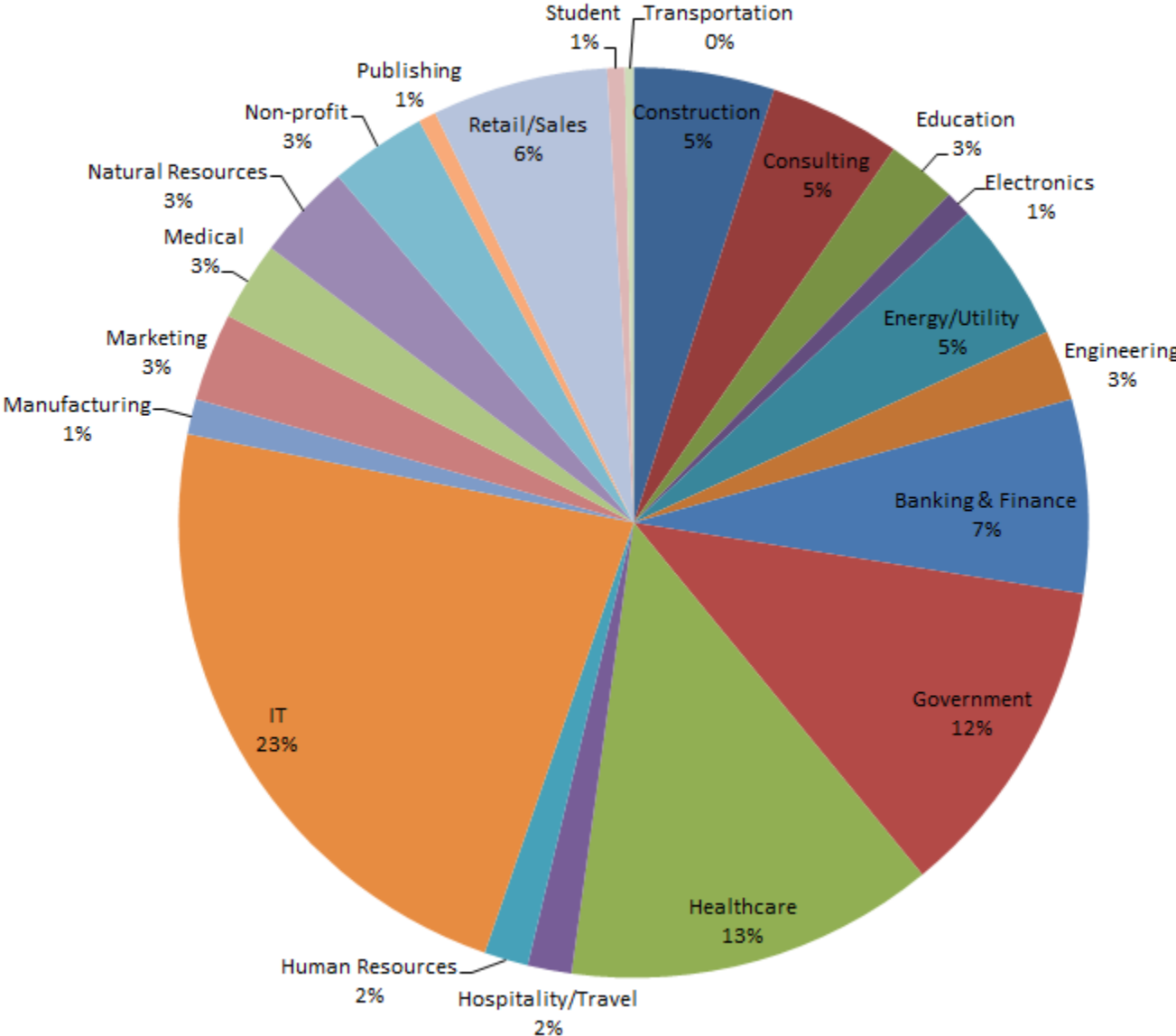
Being a member of PMI provides many benefits that we often forget about. Take a few minutes to review the benefits available on PMI's website at: <http://www.pmi.org/en/Membership/Membership-Benefits-of-Membership.aspx>

In addition to the benefits that PMI offers, there are a number of values to chapter membership for project management professionals, including:

- Keep up to date with the latest thinking trends and activities in Project Management
- Receive discounts at member luncheons, professional development workshops, and partner training
- Enjoy networking opportunities with other Northern Utah professionals
- Gain access to online job postings targeted toward Project Managers in our region
- Obtain presentations and white papers from key events and partners
- Obtain re-certification PDUs at member luncheons and through volunteering in the chapter

We look forward to continuing to grow our membership in the upcoming year. Any questions, concerns, or comments regarding chapter membership can be sent to: membership@projectmanager.org

PMI-NUC Members by Industry



This data is based upon a 2010 poll of 335 of our 850 members.

Calming Irate Customers through Solid Project Management Practices

Too many of us have experienced it: an irate customer who grows increasingly insistent and threatens to walk. More often than not, they cite dissatisfaction over product deliveries or lack of accurate feedback as the reason. So, what's a project manager to do? The answer is simple enough: manage the project. Then in the course of managing the project, manage the customer.

The first step is to take a moment and answer the question, "Who is your customer?" The broadest answer to that is, "Everyone along the way." It may be a traditional customer buying your product, but it may also be the executives in your company. Anyone who is awaiting a deliverable or project update from you is a customer.

All of them have the potential of becoming pleased or upset, helpful or hurtful, a point of focus or a major distraction as you go about completing your project. How do you encourage the good and squelch the disruptive behavior? Through solid project management practices.

Communicate – The main key in any relationship is communication. Customers are most often disruptive when they feel that either their wants are not being heard, or they are not receiving reliable information from the team on a regular basis. Lack of communication inherently leads to mistrust and annoyance.

Effective, accurate communication can help soothe and even resolve the majority of customer/vendor conflicts.

Customers inherently mistrust the unknown. That mistrust escalates when bad experiences occur. When vendors don't communicate – customers ask questions which grow increasingly blunt. If they feel commitments won't be met – they grow threatening.

By clearly updating the customer on plans and status, the customer will be able to realize that reliable information will be forthcoming and begin to trust the vendor more. However, this change doesn't occur overnight. It takes repeated positive experiences, before a disgruntled customer can feel they can trust that good communication practices will continue. Keep at it.

A key to developing feelings of trust with the customer include communication that is relevant, frequent and proactive. Establish a routine and abide by it.

Make attainable commitments to the customer. These commitments may be small at first, such as "I'll get

back to you by Tuesday." Meet those commitments with consistency.

Alert the customer of potential jeopardy. Give the bad news up front. It's better to warn and caution, but then make it, than to say "all is well," and then slip the date at the last minute.

Roadmap – Where possible, provide the customer with a product roadmap. Ensure there is enough detail to be useful, but don't overdo it. Include key features or fixes that the customer cares about. The bottom line here is to ensure that the roadmap is well communicated, committed to, and met.

Priorities – As appropriate, make the customer aware of your priorities. Ensure that they are useful and realistic. Include input from both the vendor and the customer. The customer needs to see that the vendor has priorities beyond their own. Sometimes customers push and fight for their items to be the "top priority" merely because they feel that is what it takes to get their priorities met at all.

Effective, accurate communication can help soothe and even resolve the majority of customer/vendor conflicts.

Feature Set – Identify the features that the customer cares most strongly about. Have them prioritize those features. Ensure that the customer sees high priorities from other customers, too.

Deliverables – Identify specific deliverables. Establish and communicate expectations and quality requirements for them. Establish and meet key milestones for

those deliverables. When customers learn to know what to expect and when to expect it, they feel more confident in the vendor.

Focus – Establish a plan and keep the team focused on that plan. Communicate the plan to the customer. Make it clear that the team is driving to the plan. When customers learn that the team is following a set plan, they begin to understand that special requests or escalation efforts distract the team from that plan.

Beta – Include the customer in the beta testing of the product. Don't just throw the beta over the wall. Give the customer specific tasks or tests to perform. Follow up by asking for detailed feedback on those tests. Ensure the customer's top three issues are included among the items they are asked to test.

Quality and Stability – Ensure that the product is

Calming Irate Customers - continued

delivered with quality and stability. Do this consistently. As the customer becomes familiar with receiving solid products, they will develop confidence in the vendor. This doesn't happen over night.

Planning and Status Meetings – Establish effective planning and status meetings. Where appropriate, include the customer on key calls. Do NOT invite the customer to all calls. Keep the customer aware of key decisions and action items that relate specifically to their needs.

In order to fulfill an effective roadmap, there are times when team priorities must trump a customer's specific requirement. When this occurs, it must be clearly and firmly communicated to the customer. Don't waffle on items that are key to the team's success simply because the customer is pushing back. Ultimately, if the team fails, no one will be happy – including the customer. Do what is needed for success, including pushing back on the

The more your customer feels you are doing what is necessary to effectively meet their needs, the more supportive they will be of your efforts

customer when appropriate (even if that customer is your executive VP).

Steering Team Meetings – A slim steering team should review and plan strategy and logistics. This team may be as slim as the Product Manager and the Project Manager. The meetings can be as brief as a phone call. Their frequency will depend on the need.

The more your customer feels you are doing what is necessary to effectively meet their needs, the more supportive they will be of your efforts. Most of that effectiveness will come through solid project management practices. The first of which is communication.

—**Doug Nufer, Sr.**
Principle Program Manager,
Symantec

Did You Know...

Our surveys and your input on those surveys are an integral part of how we continue to provide our PMI-Northern Utah Chapter Members and Guests with quality events and content at those events. It's important to respond to and provide honest answers to the questions we ask.

Keeping the importance of our surveys in mind, I would like to introduce two key "behind the scenes" individuals of our survey team, Stephanie Schmid, PMP and Gilles Gentil, PMP.

Stephanie is our Director of Surveys and responsible for many survey-related tasks. She reviews and analyzes the results you provide and creates plans that keep us on track with PMI-NUC community's wishes. Stephanie is new to this position and very eager to learn; she has many fresh ideas and great insight.

Gilles Gentil is a Survey Committee Member and is responsible for tallying the results from the surveys

you answer and provides terrific charts capturing those results. Gilles just celebrated his one-year anniversary as a volunteer; he has been tallying and providing these results for PMI-NUC since October 2010.

Again, we want to stress the importance of our surveys; they really do make a difference. If you have suggestions and/or comments relating to survey questions, please feel free to contact me at trustee1@projectmanager.org — I'll ensure your thoughts are relayed to Stephanie and Gilles.

Thank you for your continued support of and interest in our PMI-Northern Utah Chapter.

—**Jon Souder, PMP**
PMI-NUC Event Planner

New Project Management Professionals®

June - September 2011

- Aaron Lords, PMP
- Aaron Q. Thornley, PMP
- Alex Bedke, PMP
- Amedie Park, PMP
- Amit Lal, PMP
- Amy Allred, PMP
- Anastasia E. Lamb, PMP
- Anne M. Jacob, PMP
- Ariana Giovagnoli, PMP
- Barry V. Bunderson, PMP
- Ben Stocks, PMP
- Bobby B. Hagan, Jr., PMP
- Brenda Marie Daellenbach, PMP
- Brenda Sue Christiansen, PMP
- Brent Carter, PMP
- Brian D. Rowe, PMP
- Brian Frank Corrales, PMP
- Cameron Spencer, PMP
- Charles Louis Whitehead, PMP
- Claude Griffiths, PMP
- Colin Olsen, PMP
- D. Rick Fennell, PMP
- Dale James Millsap, P.E., PMP
- Dan J. Zumbo, PMP
- David E. Bates, PMP
- David R. Dyatt, PMP
- David Rasmussen, PMP
- David R. Spjut, PMP
- Evan Nyman, PMP
- Fernando Chiari, PMP
- Floyd B. Roach, PMP
- Frank Tass, PMP
- Gary Lyle Peterson, PMP
- Gaylene D. Kenney, PMP
- Greg A. Weight, PMP
- James C. Wilcox, PMP
- James M. Viano, PMP
- James Thomas Rorie, Jr., PMP
- Janakiramreddy Vangoor, PMP
- Jason Slanec, PMP
- Jeffrey C. Beckstrom, PMP
- Jeffrey Mousley, PMP
- Jennifer R. Moore, PMP
- Jeremy Joseph Ludwiczak, PMP
- Jessica Cottle, PMP
- Justin McIntyre, PMP
- Kenneth L. Ball, PMP
- Kevin Jacobson, PMP
- Kevin John Speth, PMP
- Lorena Hamilton, PMP
- Matthew P. Elsholz, PMP
- Matthew Poulson Hurley, PMP
- Mia Brinson, PMP
- Michael A. Smith, PMP
- Michael G. Marchant, PMP
- Michael Martinez, PMP
- Michael Parker, PMP
- Mike Shepherd, PMP
- Monique Simone, PMP
- Neal Kondel, PMP
- Peter Waite, PMP
- Raul A. Leyte-Vidal, PMP
- Richard S. Netzley, PMP
- Russel D. Brill, PMP
- Sandeep Malhotra, PMP
- Sean Linden, PMP
- Steven Craig Brown, PMP
- Steven Eugene Boyer, PMP
- Tom G. Taylor, PMP
- Vincent Floyd Jones, PMP
- Wes Morley, PMP

New PMI-NU Chapter Members

June - September 2011

- Aaron Andrus
- Adam Cole
- Alma Leavitt
- Andy Mohlman
- Angel Islas
- Bindu Chanagala
- Bob Stanford
- Branden Allen
- Brian Tarbert
- Brian Wilhoite
- Britta Stott
- Bruce Cutler
- Carlton Edward Nettleton
- Carol Houghton
- Chris Odom
- Christopher Rupp
- Claude Griffiths, PMP
- Dan Videki
- David Duffin
- Debra Serio
- Dennis Johnston
- Douglas Jenkins
- Elias Pace
- Fernando Chiari
- Gary Lyle Peterson
- Greg A. Weight
- Gregory D. Lundell
- Heidi Gold
- Henry Wythe
- Jack Hodge
- Jacob Willis
- James Thomas Rorie, Jr., PMP
- Jamie Giacoma
- Jason T. Hone
- Jeff Wagner
- Jeff Wright
- Jeffrey C. Beckstrom, PMP
- Jeffrey Owen Burdett
- John Mehl, PMP
- John P. Jurkowski
- Justin McIntyre
- Katy Blommer
- Kelly Robert Oliver
- Kenneth J. Cordova
- Kerrie Opprecht
- Kristina Mykha
- Kunal Bahuguna
- Mark Harold Hammond
- Matthew G. Jones, PMP
- Michael Barrera
- Michael Holley
- Michael Douglas Pearson
- Nathan Reed Emmer, PMP
- Nichole DeVries
- Omar Yesid Caceres
- Quin Whitaker
- Randall Pixton
- Rhonda Perry
- Richard Carlisle
- Rodney Ashton
- Ronald B. Carlile
- Ronald A. Woodward
- Ronnie Gloschen
- Ross Curtin
- Sandeep Malhotra
- Scott Christiansen
- Shalindra K. Joseph Herath
- Shaunty Linton
- Sudeep Sharm
- Tim D. Theisen
- Tim Morris
- Vijaya Bhaskara Yandava

Membership information is provided to the Chapter monthly by PMI Headquarters. There may be a 1 to 2 month delay in seeing your name on this page due to newsletter publishing constraints. Contact PMI Headquarters at www.pmi.org to change or manage your membership information.

Publication Information

PM Times is published quarterly by the PMI Northern Utah Chapter as a service to our membership.

Kathy Bangerter, Editor
Jeff Bair, Production

Upcoming Events

• Breakfast Networking Sessions

Thursday, 01 December 2011

Thursday, 05 January 2012

Thursday, 02 February 2012

- 7:00am in Ogden and Salt Lake City

- 8:00am in Utah County

Free coffee and bagels in Utah County & Salt Lake City, free coffee and juice in Ogden.

Three locations along the Wasatch Front:

Utah County: Einstein's Bagels - 43 East Center Street, Provo, Utah

Salt Lake City: Millcreek Coffee Roasters - 657 South Main Street, Salt Lake City, Utah

Ogden: Jeremiah's - 1307 West 12th Street, Ogden, Utah

For more info: <http://www.projectmanager.org/breakfastnetworking.html>

PM Times Issue 08 | Q4-2011

Upcoming Chapter Luncheons

• January Chapter Luncheon

Presentation Subject to be Announced

Thursday, 19 January 2012 - 11:30 AM

Larry H. Miller Center, Salt Lake Community College

• February Chapter Luncheon

Presentation Subject to be Announced

Thursday, 16 October 2011 - 11:30 AM

Larry H. Miller Center, Salt Lake Community College

For more info: <http://www.projectmanager.org/nextluncheon.html>

We Need Your Articles

We are looking for articles to include in future PMI Northern Utah Chapter newsletters. If you are interested, you can earn up to 45 PDUs in the three "Giving Back to the Profession" categories per cycle if you hold the PMP and PgMP credentials.

According to the PMI website: <http://www.pmi.org/Certification/Ways-to-Earn-PDUs.aspx> "Giving Back to the Professional," authoring an article about project management or speaking at a project management event can quickly earn you PDUs. PMI has specified a number of professional activities—things you may already be doing—that can translate to varying amounts of PDUs. Find out more information and PDU calculations in the CCR section of your respective "credential handbook." If you are interested please send your article or contact: marketing@projectmanager.org