



Monthly Chapter Program

January 2018 – Chapter Meeting

Agenda

- Welcome
- Monthly Chapter Announcements
- Guest Presenter
- Program Wrap-up

Welcome

Chapter Sponsorship

Sponsorship makes
great things happen
for our chapter

Your support of our
sponsors is greatly
appreciated!



RefineM

2018 Board Members

<u>Role</u>	<u>Contact</u>	<u>Term Expires</u>
President	Natalie Beissel	2018
President Elect	Vacant	
VP Communications	Martha Rueda	2018
VP Finance	Phillip George	Expired
VP Marketing	Keith Jones	2018
VP Education	Vacant	
Past President	Justin Lundgren	2018

2018 Directors

Role	Contact
Membership	Taylor Pitts
Finance	Mark Monroe
Education	Samvad Bhagat

January Chapter Report

Chapter Report

- **November 2017 Annual Meeting was held on 11/16**
 - New Membership growth steadily increasing
 - Trending down in membership retention
 - Monthly program participation increasing
- **PMI Project Charter is currently in progress**

Chapter Report

- **2017 Elections**

- Election cycle in 2017 delayed
- Election ballots were distributed by PMI SWMO on Thursday, January 11 via email
 - Look for ELECTIONS OPEN!
 - Check Junk File
- Two nominees:
 - Mark Monroe – VP of Finance
 - Samvad Bhagat – VP of Education
- Election closes on Friday, January 26

Last Month's New or Renewing Members

- Karrie Ingram
- David Rice
- Taylor Pitts
- Travis Adkinson
- Larry Anderson
- Cristy Gies

2018 Chapter Goals

- Increase membership retention from 70% to 80%
- Begin to track and measure new membership growth
- Create two sponsorship relationships
- Host two education events within 2018

Membership Benefits

Volunteer Opportunities

- Plenty of Opportunities to fit your availability and earn PDUs
 - **Program Greeter** – Be an official greeter at a future program
 - **Director of Social Media** – Share PMI SWMO activities through Facebook, Twitter, etc.
 - **Director of Records Management** – maintain the board document repository in Google Drive
- Don't see something? Ask! Share with us your interests and we will work with you to create an opportunity
- Check out Chapter Volunteering on our website or ask a board member how you can get involved

Upcoming Programs

- February: 02/15 Tim Smith Quantitative Decision Making
- February: 02/26 – 3/1 PMI SWMO Hosted PMP Boot Camp

PMI SWMO Hosted PMP Boot Camp

PMP Boot Camp - PMP Book of Knowledge 5th Edition

Date: Monday, 2/26 through Thursday, 3/1

Time: 8am - 5pm

Lunch and snacks provided each day

Location: Citizens Memorial Hospital, 1500 N Oakland, Bolivar, MO 65613

Price:

PMI SWMO Members: \$1,350 per person

PMI Members: \$1,400 per person

Public: \$1,450

\$100 discount for groups of 3 or more. Must be a single pay to qualify

***Join PMI SWMO and save on registration fees!*

Included in training:

- Certificate for completion of 35 contact hours
- Copy of PMI PMP Book of Knowledge, 5th Edition
- Printed workbook
- Online Aftercare Support

**Register today
on the PMI
SWMO website**

Are you connected?

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PMI SWMO Chapter



Guest Speaker:

Michael Winterthieme
MANAGING VIRTUAL TEAMS

Mike Winterthieme, PMP

Ten Foot Table Incorporated
President and Founder | Principal Consultant

- Project manager with 18 years of success leading all phases of diverse technology and business projects. Experienced managing programs, projects, software development teams, and system support teams.
- Specializing in building an effective team, developing leaders, and working with distributed team members, including offshore development and QA.
- Provides leadership in project planning, requirements discovery, project execution, quality assurance, and testing.
- Proven ability to interact at all organizational levels to accomplish objectives and produce effective change.

Managing Virtual Teams

All that matters are results

TEAMS

Virtual

Remote

Distributed

Offshore

Geographically

WORKERS

My virtual history...

- Learning BASIC in high school
- GMNET
- Dial-up and an IBM Micro Channel PC
- Learning to offshore with Patni
- Telecommuting when the weather was bad to remote full-time
- Virtual Scrum
- Virtual first in the digital agency world

The traditional team...

- Co-located in a company building
- Commuters
- Most people from the same culture
- Same time zone
- Physical meeting in a conference room, hallway, cafeteria, etc.
- Boss can see them working: who's there early or stays late
- You can drop by their cubicle to talk
- You can see non-verbal cues

The virtual team...

- Located in different geographical areas
- May just have not come into the office
- Different cultures
- Different time zones
- You don't just bump into them at work
- Boss can't see them working: may work "odd" hours
- May not be able to see non-verbal cues
- May feel isolated

Organizational objections...

- We need to get the team together in the same room:
 - to understand each other
 - to collaborate
 - to be creative
- How do I know they are working? (Can I trust?)
- Won't they be distracted if they are working from home?
- Some employees will be jealous
- What if I need an answer right now?
- Any other objections?

Much of it is the basics...

- The processes you need for virtual teams, you really need for co-located teams:
 - Hiring
 - On-boarding
 - Meetings
 - Status reporting
 - Documentation
 - 1-on-1's
 - Performance reviews
 - Projects
 - Technology and security
 - Customer service and support

Getting to high-performing...

- Communication
 - Say it 3 times 3 ways.
 - Define when to email, chat, call, or meet.
 - Voicemail guidelines: brief, leave number.
 - It's time to get on the phone when:
 - » Three replies have been made to an email
 - » A chat session is longer than 5 minutes
- Collaboration
 - Post the idea online
 - Discussion period
 - Finalize or make decision

Getting to high-performing...

- Meetings
 - Have an agenda and stick to it.
 - Send the agenda out ahead of the meeting.
 - Make sure your technology is working before the start time!
 - Use video if possible.
 - First person on the call is “the host”.
 - If it’s your meeting, be there early.
 - Use chat for sidebar conversations and to confirm what you heard.
 - Poll for understanding – ask by name.
 - »“Does anyone have anything to add?”
 - Assume they are not listening: name, context, question
 - Document and send out meeting minutes.
 - Action items added to workload management tool. (i.e. project management tool or support ticketing system)

Getting to high-performing...

- Documentation
 - If it's not written down, it doesn't exist.
 - Have a process for creating and maintaining your processes.
 - Keep your documentation where it is supposed to be.
 - Have everything available to everybody.
- Status Reporting
 - Put it where everyone can see.
 - “Virtual Scrum”
 - » What did you accomplish in the last 24?
 - » What do you plan to do in the next 24?
 - » Do you have any blockers?
 - Send at the end of your workday.

Some points for your organization...

- Make your hiring process remote worker friendly.
- Understand the differences in hiring a remote worker.
- Understand the differences in managing a remote worker.
- Set security policies and audits for remote worker technology.
- Provide training to everyone involved with the virtual workplace.
- Orchestrate periodic face-to-face meetings.
- Be sensitive to culture.

It's about the people...

- Remember: Leading is about people and relationships.
 - Be accessible
 - No surprises, ever!
 - Never hold a 1-on-1 on a speaker phone.
 - Never underestimate the power of a hand-written note.
 - Care about them as a person, just like you would for any employee.
 - You must be intentional to make this work.
- Remote team members can feel out of the loop.
- Virtual teams need a virtual water cooler.
- Use video to connect.

It's about the tools...

- Fast internet
- Laptop and dual monitors
- Video conferencing
- Dedicated land line
- Conference call line(s)
- Document storage and editing
- Collaboration tool
- Email
- Chat
- Calendar
- Project management system
- Professional headset and microphone
- Private group for your team's "virtual water cooler"

Questions?

If you don't ask, you'll never know!

Thank you!

Mike Winterthieme

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President and Founder | Principal Consultant

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Program Wrap-Up

Next Month's Program

- Date: 3rd Thursday: 2/15
- Location: McAlister's Deli
- Time: Networking 5:30pm – 6pm, Program: 6pm – 7:30pm
- Speaker: Tim Smith
- Topic: Quantitative Decision Making

Be a winner!

- Fill out the meeting survey for a chance to win a \$10 Amazon gift card!



- We want our meetings to be beneficial and appreciate your candid feedback!

Thank you!