

# Program Management and Change

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# Introduction

“Program and Project Managers are increasingly living through challenging times. Change is a constant and keeping to schedules and budgets are now mandates rather than priorities.”

What is a PM to do?

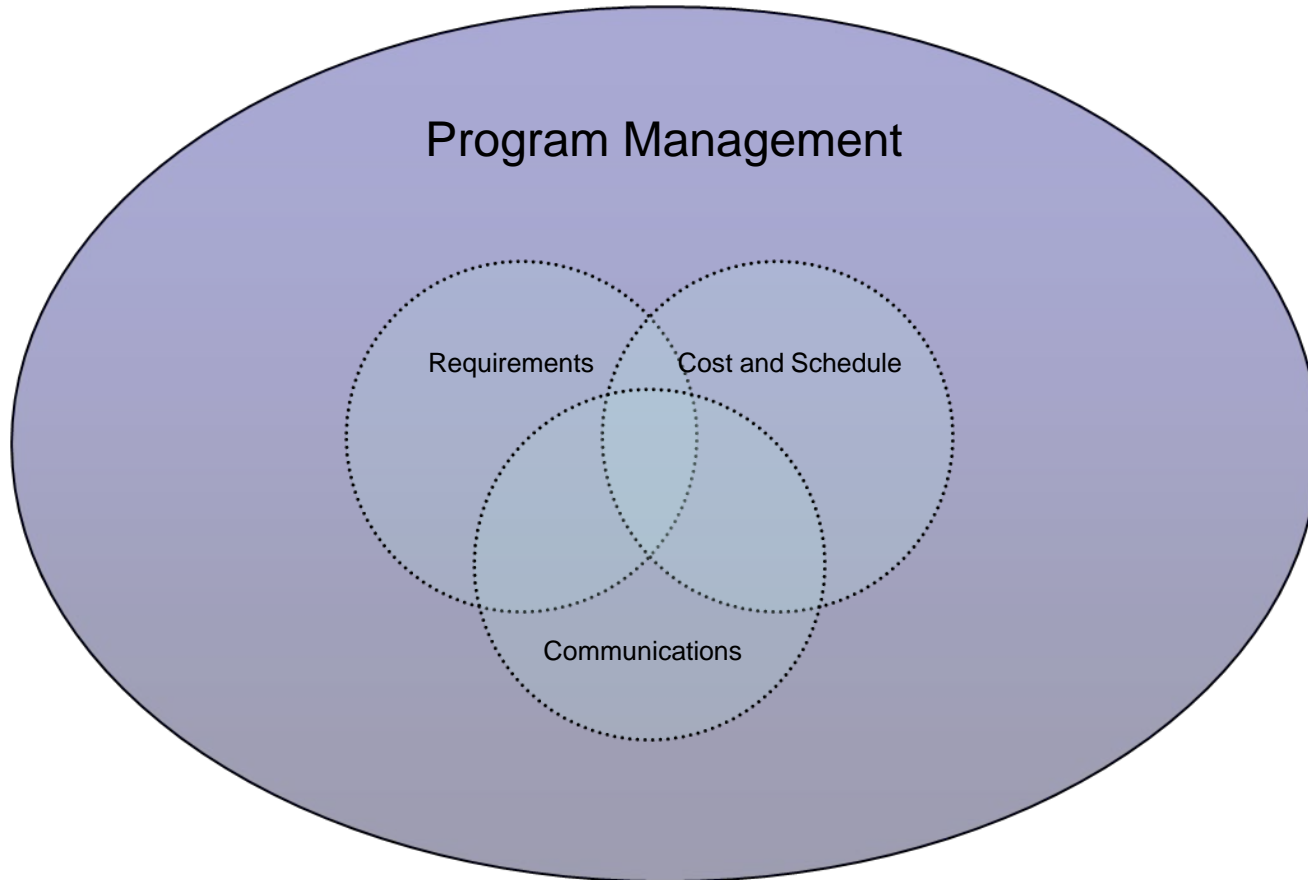
# Agenda

- Setting the stage
- What is Change?
- The Change Context
- What to look for and when
- How to manage change and still keep on schedule and budget
- Tips to take with you
- Things to think about

# Setting the Stage

- Government and Industry are under increasing pressures to deliver services and goods to the market place.
- Monies and time are becoming a finite commodity in a world which is “flat” and “crowded.”
- Government and Industry are redefining their respective market space and value
- PMs are seen as the instruments to manage change and provide value in their respective market place.

# What is Change?



# The “Change” Context

- Competitive markets
- Leadership/Stakeholders
- Technology
- Budget cuts and priorities mandates
- Social/Political/Environmental

# What to look for and When..

- Change in Leadership/Champion
- Change in the internal/external requirements
- Change in the expectations of customers and/or Stakeholders
- Change for the sake of Change

# How to manage change and still keep on schedule and budget

- Quickly learn the signs of change
- Communicate the change and manage expectations up front and early
- Estimate the impact to schedule and cost and communicate that effectively and quickly
- “What if” the change and address this via communications and expectations management
- Adjust the Program with the team and manage the team through the change by communicating and leading the result in a positive and firm manner

# Tips to Take With You

- Stay alert and in touch with all leaders and stakeholders
- Set up a rule to manage expectations by communicating up and down the chain and across the chain
- Lead the change via managing expectations
- Look for the positives of change and not the negatives
- Always manage the team through the change
- Implement common sense and adjust accordingly

# Things to Think About

- Change is a constant
- Change will impact what you do
- Manage expectations
- Know who is in charge and who the stakeholders are
- Lead change don't follow change