

LEADING PEOPLE, PROJECTS AND PROCESSES

Frontline Leader Snapshot

Transitioning from an individual contributor to a leader can bring opportunities for success in managing projects and processes that include team involvement. The ability to define clear goals with specific guidelines is key to the success of a project or team. As leaders, projects might include developing or managing projects, processes and/or skills.

Projects are defined by two key criteria –

- A definite beginning and end
- Are not repetitive in nature

Example: You are responsible to introduce a new payment system and train your team prior to launch. Learn the 5-step project lifecycle to guide your planning and implementation.

- *Discovery*
- *Initiation*
- *Planning*
- *Execution*
- *Closing*

Every activity should have a planned cost and completion date

- Planned Value – how much will it cost and when will it be done
- Earned Value – how much of our planned value is complete
- Actual Cost – how much have I spent to date on this activity

When introducing a project or process, learn how to incorporate the appropriate team for success.

- Who is responsible for the actual work to be performed
- Who will be accountable to sign-off for the requirements
- Who you can consult for expertise and support
- Who needs to stay informed of the progress

Using a Responsibility Assignment matrix similar to the RACI model helps identify roles and responsibilities to provide effective staffing management for a successful outcome.

RACI EXAMPLE

R - Responsible for the work

A - Accountable for requirements sign-off

C - Consulted for requirements

I - Informed of the progress

Milestone	Executive	Manager	Member A	Member B	Member C
Activity/Skill 1		A	R	R	C
Activity/Skill 2		A	C	C	R
Activity/Skill 3	I	C	C	C	C
Activity/Skill 4	I	C	C	C	C

Please refer to your Frontline Leader Workshop Manual titled ***“Leading People, Projects and Processes”*** for more information and tips to help with your leadership skills during this challenging time.