

# Field Personnel to Project Managers

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# Agenda

- Career Progression
- Personal Skills
- Business Skills
- Communication
- Leadership

# Career Progression

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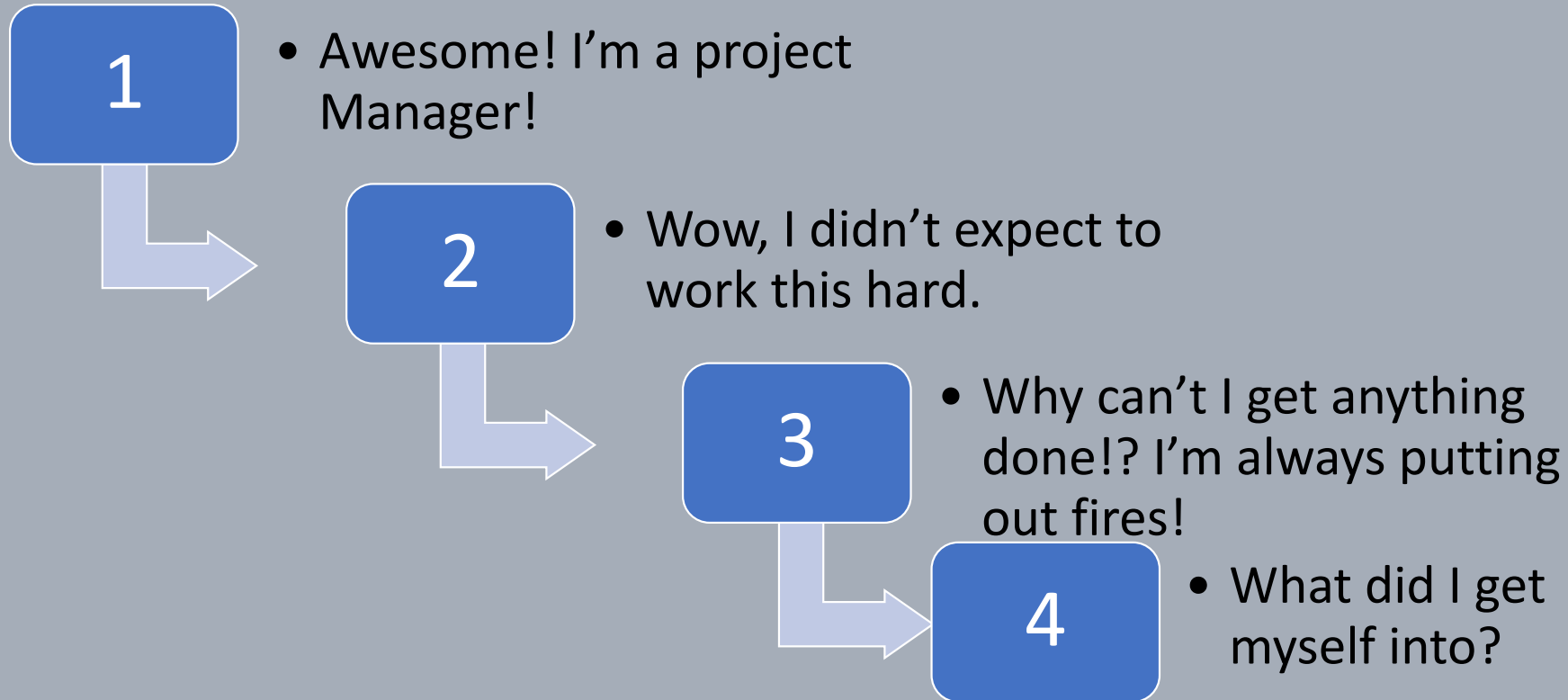


# How do Technicians Become Project Managers?

- Demand
- Promotion/Recognition
- Desire



# Field Personnel to Project Manager



Panos, Tony, and Mark Gray. "WHY DO TECHNICAL EXPERTS STRUGGLE IN THE TRANSITION TO MANAGEMENT?" Rice College, Houston, TX. 05 Oct. 2011. *Rice College*. Web. 24 June 2017.

# Field Personnel Expectations

- Do less work
- Make more money
- Less stress
- More time off



Panos, Tony, and Mark Gray. "WHY DO TECHNICAL EXPERTS STRUGGLE IN THE TRANSITION TO MANAGEMENT?" Rice College, Houston, TX. 05 Oct. 2011. *Rice College*. Web. 24 June 2017.

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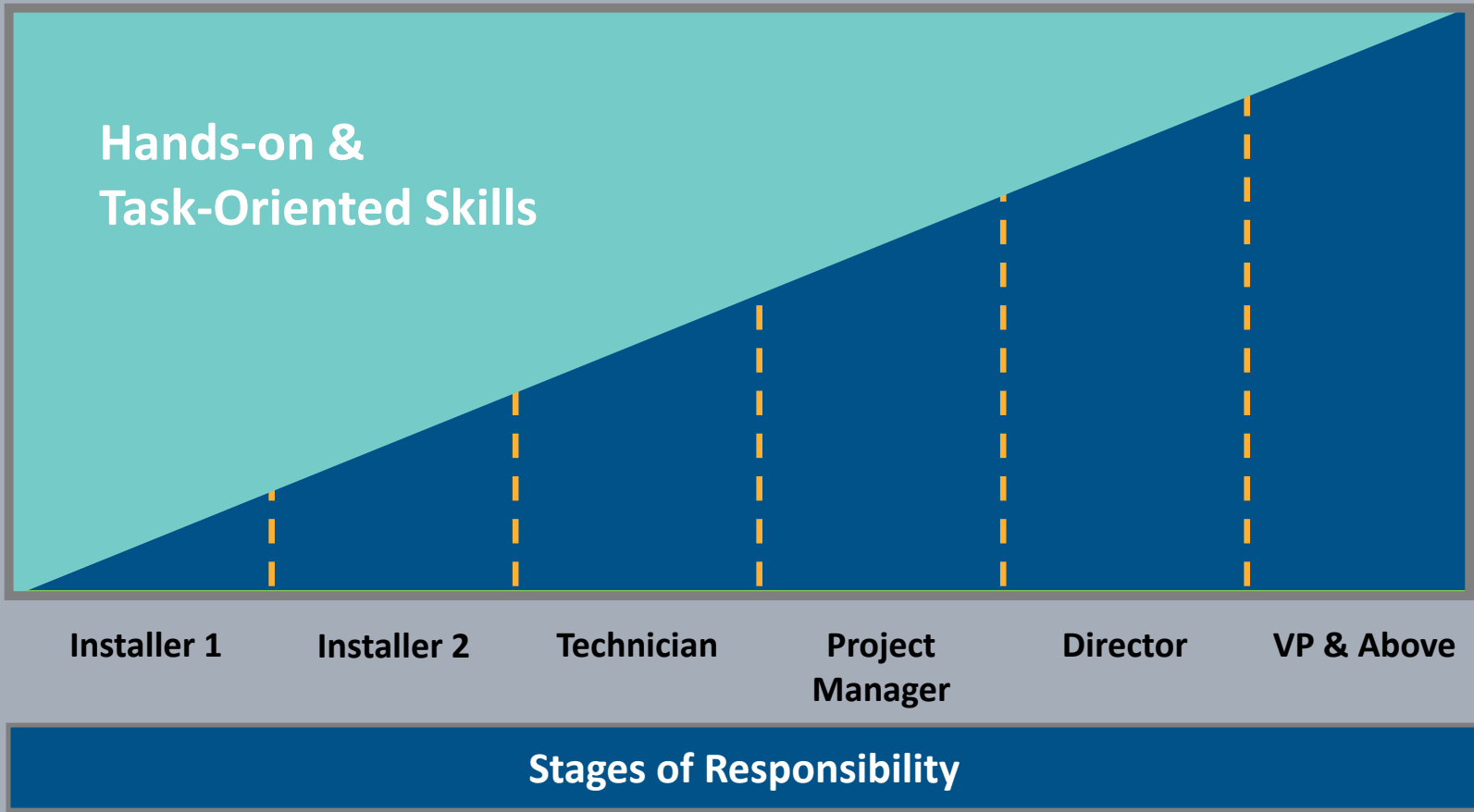
# Company Expectations

- Perform as well as a project manager as he or she did as a technician
- Customer satisfaction
- Technical skills translate to business skills

Panos, Tony, and Mark Gray. "WHY DO TECHNICAL EXPERTS STRUGGLE IN THE TRANSITION TO MANAGEMENT?" Rice College, Houston, TX. 05 Oct. 2011. *Rice College*. Web. 24 June 2017.

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# Why do Field Personnel Fail at Project Management?

- Unrealistic Expectations
- Little to no Training
- Lack of Mentoring
- Managing Former Peers
- Does not Understand Responsibilities

# Transitioning to Project Manager

- Set Expectations
- Understand Responsibilities
- Provide a Mentor
- Provide Project Management Training
- Provide Business Training

Panos, Tony, and Mark Gray. "WHY DO TECHNICAL EXPERTS STRUGGLE IN THE TRANSITION TO MANAGEMENT?" Rice College, Houston, TX. 05 Oct. 2011. *Rice College*. Web. 24 June 2017.

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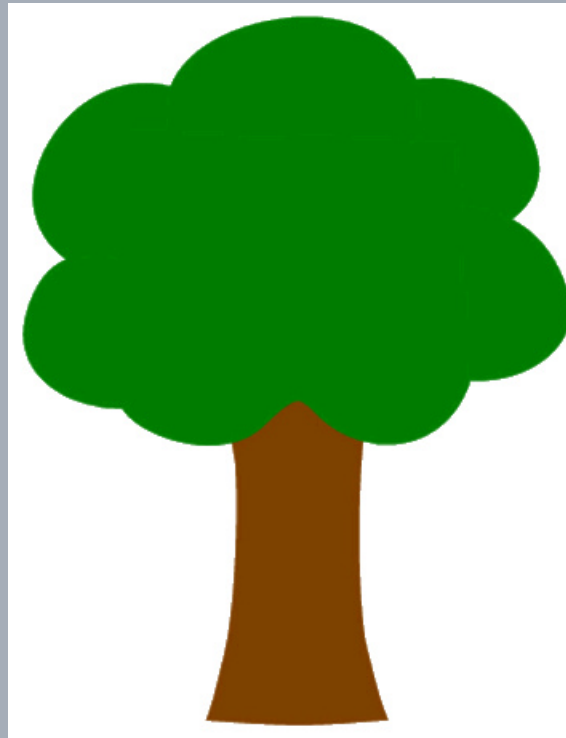


# Personal Skills

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# Forest for the Trees



# Time Management

- Established Set of Rules
- What am I doing that
  - I don't have to be doing at all?
  - Can be done better by others?
  - Can be done sufficiently well by others?
- Priorities

Kerzner, Harold, Ph.D. *Project Management: A Systems Approach to Planning, Scheduling, and Controlling*. 11th ed. Hoboken: Wiley, 2013. Print.

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# Time Management Tip

## Ivy Lee Method

- Six most important tasks
- Prioritize in order of true importance
- Concentrate on first task until complete
- Move on to next task
- Move unfinished items to new list
- Repeat process

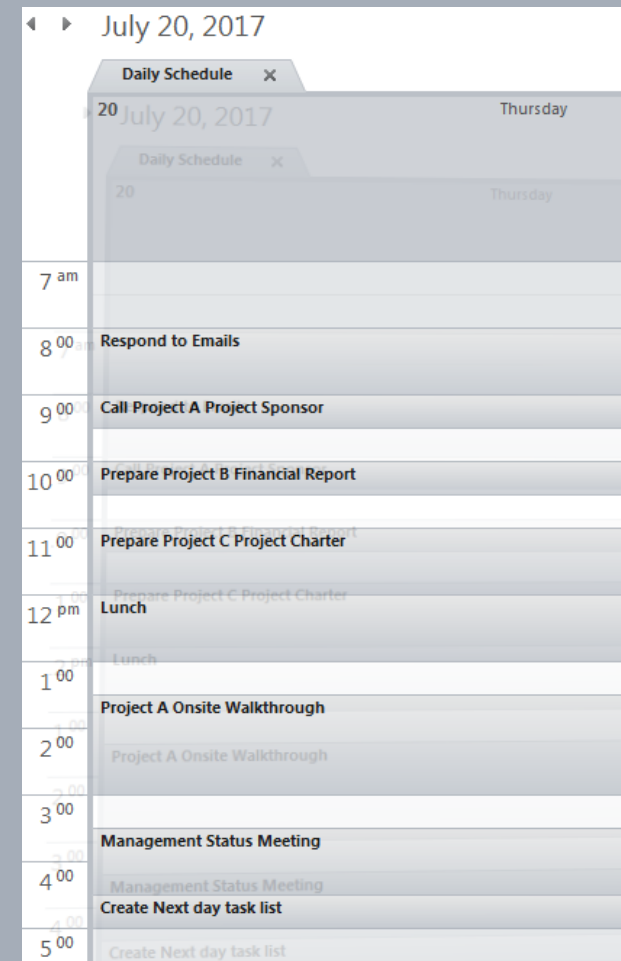
Clear, James. "The Ivy Lee Method: The Daily Routine Experts Recommend for Peak Productivity." *James Clear*. N.p., n.d. Web. 26 June 2017.

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# Time Management Time Mapping

- Visual Diagram of daily, weekly, and monthly schedule
- Create blocks of time to accomplish tasks
- Can be used with the previous time management tip



Morgenstern, Julie. *Time Management from the Inside Out*. 1st ed. New York: Henry Holt and Company, LLC, 2000. Print.

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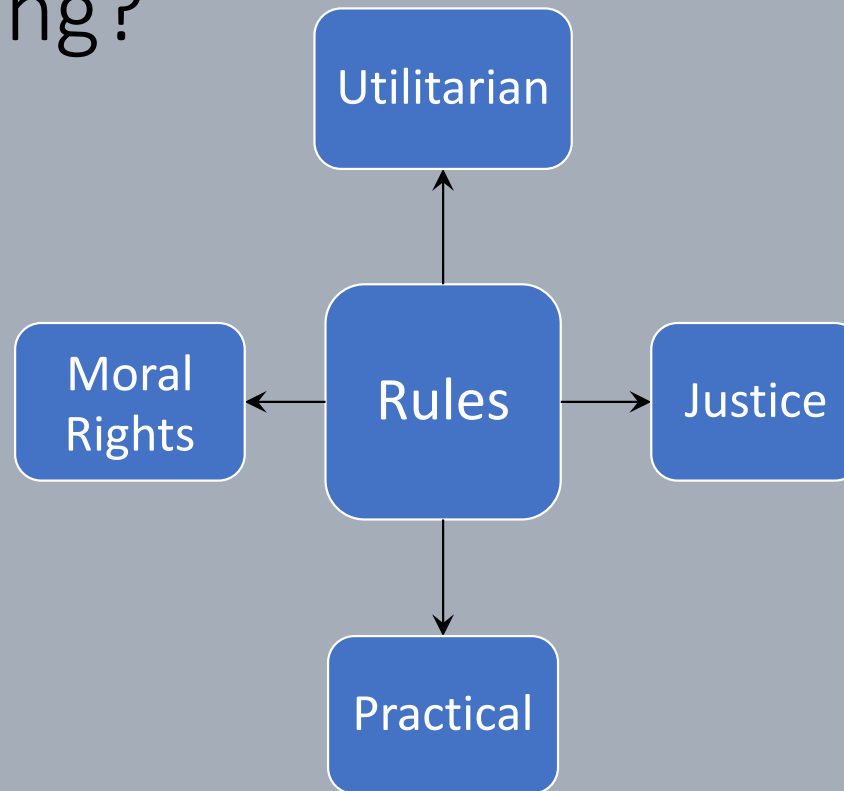




# Why are Ethics Important as a Project Manager?

- Ethical Dilemmas
  - Change reports for customers
  - Withhold bad news
  - Change test results

# Why do New Project Managers Need Ethics Training?



Jones, Gareth R., and Jennifer M. George. *Essentials of contemporary management*. 4th ed. Boston: McGraw Hill, 2004. Print.

# Business Skills

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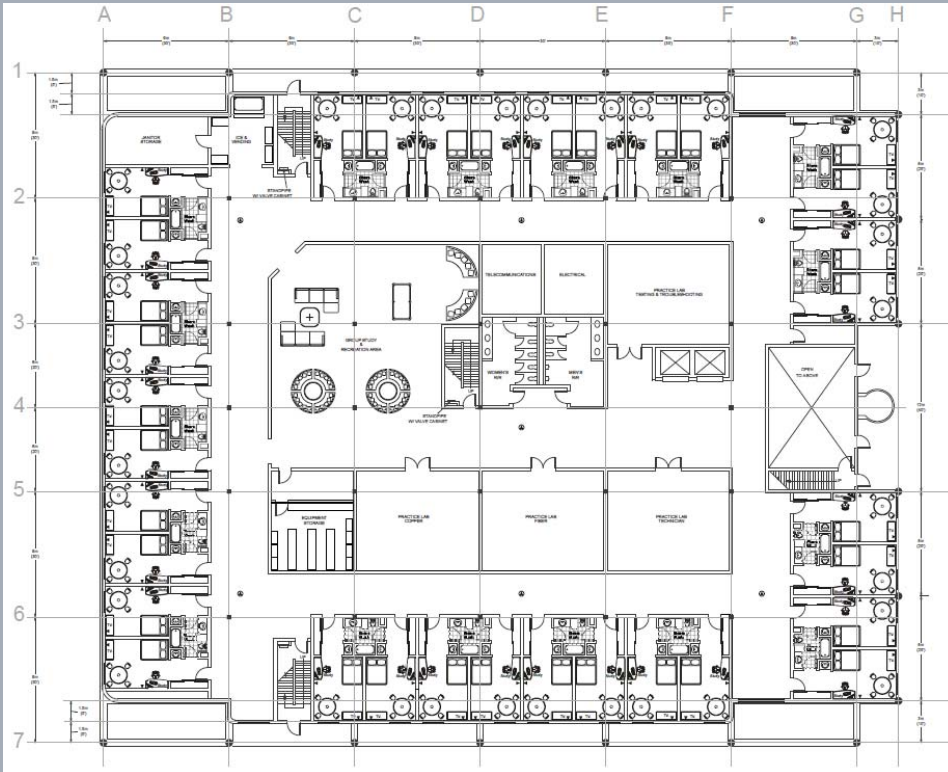
# Financial

- Estimating
  - Create
  - Validate
- Controlling
  - Budget
  - Reporting



Telecommunications Project Management Manual. First ed. Tampa: BICSI, 2016. Print.

# Estimating



*Telecommunications Project Management Manual. First ed. Tampa: BICSI, 2016. Print.*

- Create
  - Drawings, Specs
- Validate
  - Review

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# Controlling

- Budget
  - Creating
- Reporting
  - Earned Value Management



*Telecommunications Project Management Manual. First ed. Tampa: BICSI, 2016. Print.*

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# Legal Expectations

- Contracts
  - Authority
  - Change Orders
- Process



# Risk



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# Communication

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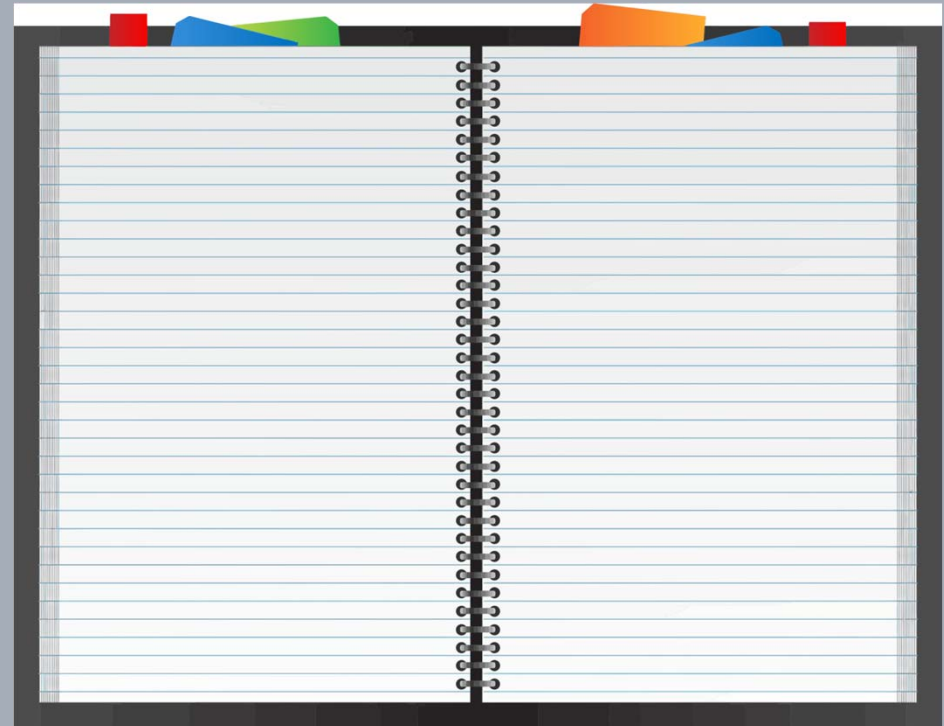
# Verbal



- Field Personnel
  - Most Used
- Project Manager
  - Public Speaking
  - Least Acceptable

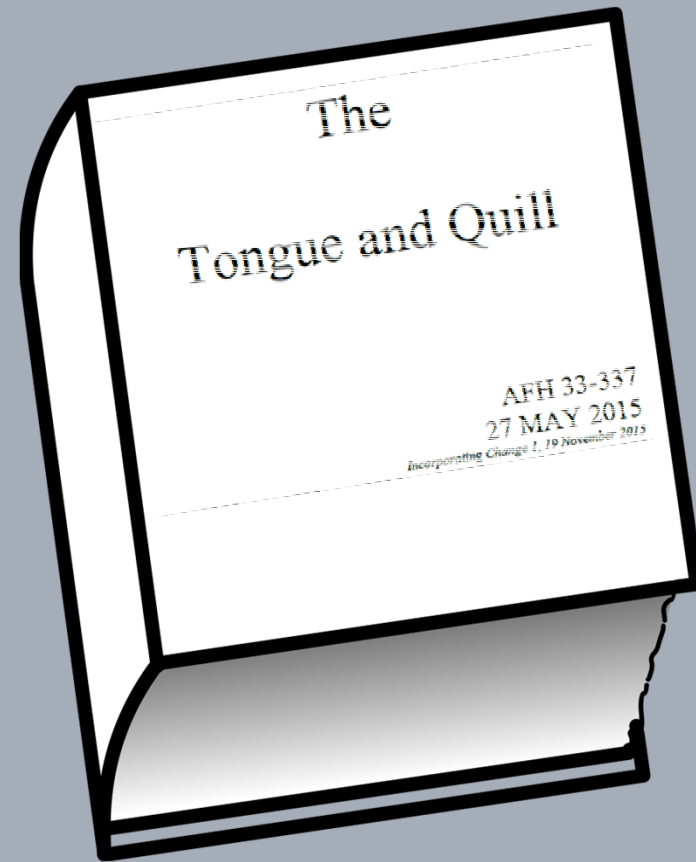
# Taking Notes

- Project Notebook
  - One per project
  - All project information
- Email
  - Historical
  - Legal



# Communications Assistance

- Free Publication
- Covers
  - Writing
  - Speaking
  - Email
  - Meetings
  - Grammar



# Company Expectations

- What should be on all communications?
- What forms are acceptable?
- What can be communicated?
- When can communications be sent?

# Conflict

- Resolution procedures and techniques
- Sequence of events
- Minimize the conflict
- Use problem solving



Kerzner, Harold, Ph.D. *Project Management: A Systems Approach to Planning, Scheduling, and Controlling*. 11th ed. Hoboken: Wiley, 2013. Print.

# Managing Peers



- Tread Lightly
- Distance Yourself
- Be Engaging
- Authority Through Competence

Gallo, Amy. "How to Manage Your Former Peers." *Harvard Business Review*. N.p., 12 Aug. 2015. Web. 06 July 2017.

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# Leadership

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# Leadership

- Borders
- Objectives
- Development



Searcy, Tom. "4 Ways To Build Leaders, Not Followers." *Inc.com*. Inc., 05 Sept. 2013. Web. 06 July 2017.

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# Delegate



- Project Team
- Growth
- Acceptance

"Successful Delegation: Using the Power of Other People's Help." *Team Management Training from MindTools.com*. N.p., n.d. Web. 06 July 2017.

# Mentoring

- Formal Program
- Resource
- Challenges



# Conclusion

- Define and Manage Expectations
- Provide Skills Training
  - Personal
  - Business
- Leadership abilities
  - Provide a Mentor

Questions?



# Thank You!

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