

The Project Manager of the New Normal

PMI Chapter XChange presents:

THE PROJECT MANAGER of the New Normal

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Guest Speaker **topic**

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Moderator **Panelists**

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Louisa Rayna Torres Europe
Joni Finocchio Latin America
Yas Mead Middle East (UAE)
Chayathar Rajap Asia

FREE Monthly Online Event - open for PMI members & non-members - S3 - 02



From the editor's desk

Yudha Pratama

PMI Puget Sound, USA

"It is not the most intellectual or the strongest of species that survives; but the species that survives is the one that is able to adapt to and adjust best to the changing environment in which it finds itself" - Charles Darwin

New normal is a fascinating paradox. What is new, can't really be normal and what is normal, can't really be "new" - right?

As a project manager, we are familiar with new. Most of the things we do are new. Look at the PMBOK's definition of a project. a project is "a temporary endeavor undertaken to create a unique project service or result." Anything that we do to create something unique is, well, for the lack of a better word - new.

Yes, the worldwide pandemic changes thing. It forces us to rethink some of the existing paradigms that we are comfortable with. It forces to adapt. Fortunately, our profession has prepared us for it.

We deal with "new" on daily basis. The Project Management Institute know about this. It is, in my opinion, one of reasons behind the latest change in PMBOK content. Project Management cannot be done by robots (yet!) because there is no single repeatable formula to do a project. You cannot code everything that we do it using "if - then" statements. Thus, the PMI equip us with principles.

Principles are some of the most important models that help us solve problems that doesn't exist yet. Solve problems that are "new." Sure, the questions may be asked differently, the problems may be different, but fundamentally - the principles that will help improve the quality of products and services are universal in nature (*Deming*). As project managers, in the end of the days, our job is to the quality of products and services - by improving quality of everything that we touch.

New normal, we've got it!



Asia - Indonesia

Crysanthus Raharjo



Question:

What do you think are the biggest challenges for Project Managers in the new normal?

Answer:

The biggest challenges for project managers in the new normal are making sure all project team and stakeholders are aligned and understand on the project objectives and deliverables, including their role and tasks. With the new norm, the need for frequent communication are higher than ever, especially where everyone are in virtual mode.

Things that are used to be easy to resolve over coffees or 10 minutes discussion could take hours and even days. Even more if the infrastructures/environment are not adequate such as phone/internet signal drop, notebook not working backgrounds noises from working in the family rooms, to support the remote working.

Project Managers need to overcome these obstacles while in parallel also need to be empathic with the team conditions while going through the pandemic situation.

Project Managers need to overcome these obstacles while in parallel also need to be empathic with the team conditions while going through the pandemic situation.

Question:

What skills, characteristics, and behaviors are expected from the new project leader?

Answer:

In these times, the project leaders need to be tech savvy, able to adapt with the ever changing situations (especially if you're in a country that having frequent lockdowns) and last being flexible with the solutions to achieve the project objectives

Communication still plays a main role to integrate all of the above skills in order to make everyone collaborate in sync and able to give good feedbacks.



Middle East - UAE

Iris Meinel



Question:

What do you think are the biggest challenges for Project Managers in the new normal?

Answer:

In my opinion the biggest challenges for projects managers in the new normal are the many different topics which influence projects nowadays as e.g. Sustainability, Digital Transformation, Remote Working, the request for Diversity,...All of these topics have nowadays to be considered in Project Management. That makes Project Management more complex.

Question:

What skills, characteristics, and behaviors are expected from the new project leader?

Answer:

Be open-minded to try new things. We are facing new technologies and new ways of working. This brings us new opportunities but also new challenges. New doesn't always mean better. But we should give it a try and evaluate. If there are benefits, then keep going. Otherwise try something else. We have learn how to experiment, how to fail and how learn from that experience. Be open-minded for new ways of working. Disciplined Agile is a great way to experiment with new ways of working. If you don't know how to start on your own, then look for a certified Disciplined Agile Coach who can support you on this.



Latin America - Brazil

in José Finocchio

Question:

What do you think are the biggest challenges for Project Managers in the new normal?

Answer:

The biggest challenge is the fast pace of new technologies. The world is moving to digital faster than the most optimistic early adopters imagined.

In project management, the adoption of agile and flow-based technologies (Lean, Kanban, CCPM, Lean construction, Last Planner system, AWP Advanced Work Packaging) is much faster than any professional imagined.

It is really impossible today to obtain the PMP credential without having a solid knowledge of Agile. No one could imagine this so quickly. This is excellent news for all fields including capital projects and construction.



Question:

From everyday soft skills to power skills - what is critical to have in today's project environment?

Answer:

Blockchain technologies are transforming project management. The project manager must have a minimal conceptual understanding what it means and how it can be used in the field. For example, they must understand how project progress reports can be recorded in the blockchain and what advantages it brings. They must understand what a smart contract is and how work packages can be mapped to smart contracts. They must understand what a Token is, how DELIVERABLES and their acceptance can be mirrored as NFTs, and what benefits this can bring. If these topics are completely new to you as a project manager, then this situation must be changed through education. In engineering and construction, thinking in terms of reusable components is advancing, very soon we will have digital twins of physical constructions, so it is important to move quickly in this direction by learning technologies like BIM, Metaverse, drones and emerging methods like AWP from the Institute of the Construction Industry.



North America - U.S.A

in James Bates

Question:

What do you think are the biggest challenges for Project Managers in the new normal?

Answer:

The biggest challenges will revolve around managing remote/hybrid workforce dynamics. It has been stated that 90% of project management is communication. Moreover, 80% of communication is nonverbal and is comprised of body language and tone. Remote meetings often have stakeholders off video introducing challenges to the most effective communication needed for project success. This pandemic has also driven us to become more diverse, culturally aware, equitable, and inclusive. This requires work and change. Even though the "New Normal" has caused us to face these challenges, there are also opportunities and advantages but that was not the question.



Question:

What skills, characteristics, and behaviors are expected from the new project leader?

Answer:

Leadership skills that balance self-awareness, others-awareness, and technical skills. The PMI Talent triangle suggests that we need a balance of Leadership, Strategic Business Acumen, and Technical Skills. Project Managers/Leaders need to stay healthy and balanced in order to lead successful dynamic change in a rapid-paced, complex, ever changing world. Add to diversity, equity, and inclusion and we are suggesting the Project Managers of the new normal are part Executive Officer, Operating Officer, Human Resource Officer, Financial Officer, and Janitor!



Europe - Spain Leonardo Reyes Torres



Question:

What do you think are the biggest challenges for Project Managers in the new normal?

Answer:

First, what do we mean by new normality?

- For the New virus? We have been living with virus on this planet for more than 10,000 years
- Remote work? some of us have been working with remote teams for more than 20 years

I understand the new normality that many people have discovered that they can work perfectly remotely in a better work environment, at least in Europe, because they have stopped living in big cities to be able to live in a much quieter place and this helps improve levels of Stress and that shows in better decision making and of course in increased productivity!

a quick and easy example. If you have a 1-hour trip from your house to the office and 1 hour back, you can enjoy these two hours with your family, enjoy your children or your girlfriend, boyfriend if you are single, and you will also be happier and more productive.

People have realized that they do NOT need to be in the office to give better results and at the same time have a better quality of life.

Question:

What skills, characteristics, and behaviors are expected from the new project leader?

Answer:

I'm going to list a 10 soft skills for any PM from my point of view & work xperience

1. Lead(ability to influence)
2. Critical thinking
3. Communicate
4. Proactivity
5. Empowerment (personal and group)
6. Adaptability (ability to integrate)
7. Service orientation (towards the Client)
8. Resilience & Empathy: Ability to overcome both failures & lost.
9. Manage and Resolve Conflicts (one step beyond that current concept of "problem solving")
10. To learn & re-learn (in digital era)

PMI Chapter XChange
Thanks our participants for a successful event.

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event result by the number



1 topic



5 SMEs



938 attendees



62 Countries



5 Continents

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Collaboration



Yudha Pratama
PMI Puget Sound

Have a suggestion?

Feel free to drop a note to the PMI Chapter Xchange team by sending email to:
pmichapterxchange@gmail.com