

Project Management Institute Willamette Valley Chapter

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NEWSLETTER

Willamette Valley Chapter

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Message From Our President:

"Reading is like permitting a man to talk a long time, and refusing you the right to answer." - Ed Howe

Electronic Communication

Electronic communication, because of its speed, broadcasting ability, and ease of use has become one of the most overused and abused forms of communications. And still we rely on it daily, by the minute, hoping to get information exchange, comprehension, comment and review which is vital to the progress of our projects.

Email Communication Problems

⌘ Most everyone knows how to talk, not everyone knows how to write/type. For those who love to write, email is heaven and this is their forum. Hence the endless email note - as soon as it gets more than a paragraph long most people quit reading.

⌘ Much communications are really a form of negotiation, which tend to require....

⌘ Face-to-Face Cues. In email, you can't see other people's faces or hear them speak. All those subtle voice and body language cues are lost, which can make the nuances of communicating more difficult.

⌘ Emailing dis-inhibits some people. They say things they wouldn't ordinarily say. The lack of face-to-face cues amplifies this dis-inhibiting effect. In some cases the result may be people who speak in an aggressive, antisocial manner. Remember those emails you wrote, in the heat of the moment, and then wished you had never sent.

⌘ The easy way out - Why take time for personal communications when you can easily send it to whole lists of people. You write a long note explaining the many attachments and the actions and responses you need from certain people on each attachment. You send it and

wonder why people are lazy and do not respond.

Email tips and tricks

⌘ Ask yourself first what you hope to gain from the email and then ask if email is the best way to get it.

⌘ Just like in life, it never hurts and often helps to be polite and courteous.

⌘ Assume your email messages are not private and that people other than the recipient can read them. Never send an email that you wouldn't mind being broadcast or forwarded.

⌘ Keep paragraphs and messages short and to the point.

⌘ Don't send multiple attachments unless the recipient has asked for it or you've already let them know what it is they will be getting.

⌘ Focus on one subject per message and always include a pertinent subject title for the message.

⌘ Be professional and careful what you say about others. Email is easily forwarded.

⌘ Sarcasm is *particularly* dangerous to use in email. Without face to face communications your joke may be viewed as criticism. Your correspondent may have difficulty telling if you are serious or kidding, happy or sad, frustrated or euphoric.

⌘ If you really want comprehension, comment or review, send a personal email with a short note as to why you need their input and what specifically you would like them to take a look at or do. Otherwise assume the receiver will consider the information as a FYI.

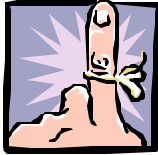
Julie Mallord, President
Willamette Valley Chapter



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The next lunch meeting is:
Friday February 15.
 (The third Friday of the month at Noon)
Location: McNary Restaurant
Time: 12 - 1 PM.



February 2002

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February Program: Clarifying Project Roles and Responsibilities With Julie Mallord



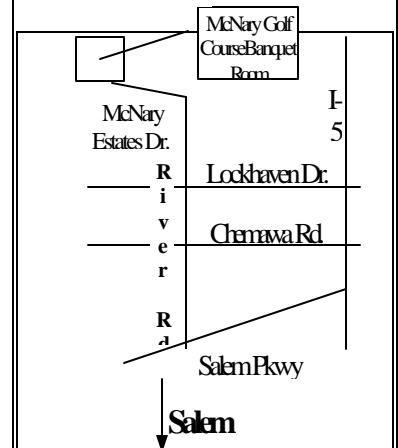
The February program focuses on the importance to the project of role and responsibility definitions and the individual understanding of how each person's role and responsibilities effect the outcome of the project.

Clarity of roles and responsibilities that are specific to a project, versus a functional position description, has been proven to greatly affect project and team performance.

Julie Mallord, our Chapter President, will discuss variations in methods from loosely defined to well-defined, reference and provide example project role definitions and templates from local agencies, the PMI, and the Software Engineering Institute.

Ms. Mallord is a recognized leader and expert in project management, quality assurance, and process improvement. She has over 18 years experience completing successful IT projects, and consulting on the use of Project Management and Delivery Methodologies.

Directions:



From downtown Salem: Proceed north on High St. This street will change its name to Broadway. Continue north. As you enter Keizer the road changes to River Rd. Continue north to McNary Estates Dr. Turn left at the traffic signal and proceed to the restaurant.

From I-5: Leave the freeway at exit 260A coming from the north or exit 260 coming from the south. Turn west toward Keizer. Follow Lockhaven to River Rd. and turn right (north). Proceed to McNary Estates Dr. Turn left at the traffic signal and proceed to the restaurant.

Requests:



1. Please send your **email address and fax number** to **pmiwv@open.org** in order to receive timely email or fax messages regarding upcoming opportunities, and

2. If you **no longer wish to have a paper version** of our newsletter mailed to you please let us know at **pmiwv@open.org** so we can use our financial resources and time wisely.

