



# PMISD Community of Practice

January 21, 2019

**Mission:** To inspire, connect and grow people through the experience of others and strengthen the Project Management profession.

**Vision:** We believe in helping the community realize their full potential in Agile and Project Management at all levels within multiple industries.

Director of CoP: Jenny Jung, MBA, PMP

Co-Director of CoP: Linnette Oolman

Facilitator(s): Jenny Jung & Vaney Hariri from Think3D

# Agenda

- CoP Announcements
- What is a CoP?
- Introductions
- CoP Topic: Effective Communication
- Feedback
- Next CoP Dates



# Announcements

- New Vision & Mission
  - **Mission:** To inspire, connect and grow people through the experience of others and strengthen the Project Management profession.  
**Vision:** We believe in helping the community realize their full potential in Agile and Project Management at all levels within multiple industries.
- Social Media
  - LinkedIn Group
  - Facebook
  - Twitter
- Next CoP - Teamwork & Collaboration
  - February 18th 4:00 to 5:30 @ Interstates

## Community of Practice is ...

Practice is a shared history of learning.  
Practice is conversational. 'Communities  
of Practice' are groups of people who  
share a concern (domain) or a passion  
for something they do and learn how to  
do it better (practice) as they interact  
regularly (community).

— Etienne Wenger —



# Effective Communication



*Defining communication and its role is overall effectiveness*

com·mu·ni·ca·tion

kəˌmyʊnəˈkāSH(ə)n/

*noun*

1. the imparting or exchanging of information or news.

**Rate it today** (*partner*)

- Personally
- The environment you were raised in
- Your current place of employment



# Effective Communication



*How and where do we go from here*

- What should our #1 goal be?
- Is it possible?
  - What will it take?
- How would it improve your life? (**partners**)
  - Personally
  - Professionally

## Challenges

- History of communication – one way
  - Parent/child
  - Teach/student
  - Boss/sub-ordinate
- Volume
  - It's everywhere and LOUD
  - What are the frequencies (**group**)
- Commonality
  - Just because...
  - We all can run, but!



## Challenges

- Principle of exposure
  - Who's been made aware of the clear difference?
  - What is the societal balance?
  - Working against our DNA
- Lack of value in effectiveness
  - What is the desired outcome
  - "It's always ***just*** been that way!"
- Not understanding the why
  - Inherent pre(judge)ice
  - Automatic wiring – "Defend **MY** position"
    - Relive your last miscommunication (**partner**)
    - Where could you have improved?

# Effective Communication



## *Desired Outcomes*

- Recognizing the power of message sent / message received
- Drawing awareness to various perspectives
- Allowing the “**true**” message to come through – slowing down
- Limiting fatigue
- Increased engagement in the inter**action**
- Greater understanding and being outcome focused
- The mix and power of tone, word choice and body language
- Understanding the lasting impact of words
  - Sowing seeds wisely

# Effective Communication



## *The Genesis*

- Where did you learn to communicate? (*partners*)
  - Are you intentional about it?
  - How has it evolved, if it all?
- Is your business teaching it?
- Is your business expecting it?
  - The importance of accountable competencies
- Truly understanding others begins with the value we place
  - Deposits/withdrawals

# Effective Communication



*How does that sound game – part I*

- Words used
- Tone
- Body language

# “Great leaders eat feedback for breakfast”

- Was this worth your valuable time?
  - 1 – No, I expected more.
  - 2 – Just what I needed to grow...glad I came today.
- How was our facilitator today?
- What do you want to see in the future?



# Next meeting for Lean Agile Community of Practice

- CoP will be held 3rd Monday of each month
  - February CoP meeting is 02/18/2019
    - Location Interstates Control Systems, Inc
    - Time 4:00 pm to 5:30 pm
      - 4:00 pm to 4:30 pm - Registration Check In and Networking
      - 4:30 pm to 5:30 pm – Discussion
  - March CoP meeting is 03/18/2019
    - Location Interstates Control Systems, Inc
    - Time 4:00 pm to 5:30 pm
      - 4:00 pm to 4:30 pm - Registration Check In and Networking
      - 4:30 pm to 5:30 pm – Discussion
  - Go to the [Event Calendar](#) for registration details