

Leadership Secrets of Santa Claus

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A Book Review by Peg Duggan, PMP

I read the Robert Fulghum poem “*All I Really Need to Know I Learned in Kindergarten*” because it grounds me in who I am a person, as an individual.

I read *The Leadership Secrets of Santa Claus* by Eric Harvey because it provides valuable insight on being a better leader.

Indeed, Santa Claus does serve as a wise leadership role-model and the book is a lighthearted and easy-to-read resource for all leaders. Switching between manager and leader, it’s not easy being Santa Claus. Imagine managing an operation where the results are centered on one long night and there is no wiggle room to change that milestone. And do it year after year. Imagine the challenges faced in coordinating resources in his workshop, maintaining equipment, running production, reading every letter and checking the lists, twice. Imagine the responsibility of keeping employees, reindeer, and Mrs. Claus happy and motivated while pursuing the ultimate goal of delighting customers.

Sound like your project?

The *Leadership Secrets of Santa Claus* by Eric Harvey outlines a “sackful” of content which provides insight into the foundation of great management skills and coaching practices. It centers on two real and important facts: 1) “to survive and prosper, you and your organization must be able to achieve “big things” throughout each year”, and 2) “you can’t get those big things done without effective leadership.”

Santa’s Secrets continued page 3.

Where PMO and Agile Intersect



Join us on January 17 at the Tuscan Kitchen in Salem. Angelo Firenze, VP of Business Development at Ascendle will describe how the traditional Project Management Office fits into the Agile landscape.

Mr. Firenze will explain how the PMO is a critical part of the Agile transformation by filling the role of ScrumMaster. This will support the lightweight but disciplined project management framework within the Agile framework. In this role, the PMO can adapt the Scrum process to the unique needs of the organization, so the potential of Agile can be adopted and sustained across the organization.

For more information, visit www.pmi-nh.org and click [January 17 Chapter Meeting](#) link in the Upcoming Events sidebar.

Leadership Learning at LIM

The PMI October Leadership Institute Meeting in Chicago was an opportunity for New Hampshire Chapter leaders to learn, share, network, and grow their leadership skills. Two New Hampshire Chapter board members attended, President Steven Lundquist, PMP, PMI-ACP, M.SC. and the Vice President of Membership, Gerry Corr, PMP. Here is a summary of their meetings and workshops.

Sharing and Collaboration:

- Chapter leader sessions provided a great opportunity for Steve and Gerry to meet other Chapter leaders, get updates, and share the New Hampshire Chapter's long term strategic planning process. Topics discussed included: PDU days, "Speed-dating" style networking, sponsor engagement, and academic outreach.
- The President's Breakfast gave Steve and the other Chapter Presidents an opportunity to discuss next year's summit. Set for June 7-9, 2018, it will be open to all Region 3 Chapter volunteers.
- A session on Lessons Learned for Leaders was a reminder that leadership skills can get rusty. It takes conscious effort to apply learned lessons instead of going with your gut.

There were several interesting sessions on building project management professionalism, including:

- The PMI Southern New England Chapter presented "Hosting a Successful Professional Development Day: A Case Study by the PMI".
- Training is paramount to success, not only for individual projects, but also the enterprise as a whole. This was emphasized in the session, Creating an Enterprise Culture of Project Management.
- The session, Leveraging Automation in your Project Management Workflow, discussed the importance of automation. When processes are repeated, they are candidates for automation, or at the very least templates.
- A session on simulation described how simulation exercises significantly increase learning and experience, especially for hands-on project management training and when evaluating potential candidates.
- The session on Remote Teams emphasized the use of the latest technology to bridge distance gaps. Leaders need to stay aware of other factors affecting remote team members (culture, time of day, season, etc.).
- The session on Dealing with Difficult People provided methods for understanding the motivation of people you work with. The bottom line is, you cannot change other people, only how you react to them.



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Chapter Meeting Ticket Change

Starting in January, when you register for chapter meetings and you sign up for dinner, early bird discounts will only be available if you pay when you register. This will allow our meeting planners to provide an accurate dinner count for the location. Paying at the door will still be available for speaker-only attendance.

Secrets from Santa from page 1.

After reading the book, you will be able to rate *your* “workshop”. These are the areas you are responsible for. And outline what you can do more of, less of, or what you can do differently as a leader. Here are some take-aways:

- Build a Wonderful Workshop. Everyone should know the mission and vision and why it is important. Focus on your people because they make it happen. Be guided by your values and share with your team which values are important.
- Choose Your Reindeer Wisely. Teamwork is important. Team members must be committed and responsible, dependable, and focused on customer service. Hire the right team members and promote for the right reasons. And remember that “different” team members bear different gifts that can add value in the workshop.
- Make a List and Check It Twice. Plan the work and work the plan with clearly defined goals. Know what, why, when, where, who and how. Ask “what if...?” Check again. Make the most of your time, money, material, equipment, and employee talent and expertise.
- Listen to the Elves. Ask and listen to employees’ ideas and opinions. Know what people want and need. Constructively accept feedback and act on that information. Walk in their shoes, and on occasion, work next to your team members.
- Say “Ho, Ho, Ho, but Don’t Forget the Snow”: Be contagious, build enthusiasm. Set the example. It starts with you. Catch them performing well. Say Thank You. Make recognition part of everyone’s job. Expect the unexpected. Solve problems together. Remember to get out of the way.
- Give Them Gifts That Last a Lifetime: Training includes teaching how to be successful. Start with technical knowledge and skills. Then, help team members learn, grow, and develop the skills beyond the craft—characteristics for employee success - how to be successful. Good interpersonal relationships are critical to maintaining a positive environment and high-quality performance. Provide your team with the gifts of great leadership - gifts that last a lifetime, including Pride and Professionalism (Care about what they do and about who they are.)

*Choose your
Reindeer
Wisely*

*Make a List
and Check it
Twice.*

*Listen to your
Elves.*

*Ho, Ho, Ho,
but Don’t
Forget the
Snow!*

Lessons from Santa continued page 5.

Thank you from the NH Food Bank



It took a loading cart to bring the Chapter donations to the Food Bank after the December Chapter meeting. Members contributed 165 lbs of food and \$100 in checks. With big smiles, the [New Hampshire Food Bank](#) said “Thank you, very much” to [PMI New Hampshire Chapter](#) contributions.

The food bank needs contributions throughout the year, so please remember to bring non-perishable food products to any Chapter meetings you attend. Or, if you can’t attend in person, you can send a check. Make it payable to NH Food Bank and mail it to 700 E Industrial Park Drive, Manchester, NH 03109

Flex your PM Muscles — Help Plan the next R3 Summit

The PMI is calling for nine volunteers to assist with the planning of the next R3 Summit in Boston from June 7-9th.

In the last newsletter, President, Steve Lundquist, PMP, PMI-ACP, M.SC, talked about the importance of volunteering, not just for the organization, but for the individuals. He cited a Harvard study that proves that the more someone volunteers, the happier and healthier they are.



The deadline to apply has been extended, so this is your chance to develop a better sense of self and broaden your Project Management skills and expertise. Another benefit is that it will position you for future leadership roles in the New Hampshire Chapter.

The time commitment is 8-12 hours a month through June 15 and the requirements are negotiable. You do not have to be in a Chapter leadership position to apply. If you would like to apply but are not sure how to complete the application essays, reach out to anyone on the NH bod for help.

Position descriptions are listed on the PMI website Volunteer Relationship Management System (VRMS) website. If you are interested, here is the link: [ID #12419 - Region 3 2018 Summit Planning Roles](#).

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- A session on PMI's Strategic Pillars emphasized the importance of thinking strategically, as well as operationally.

Of particular importance to the New Hampshire Chapter were the sessions on Chapter Growth. These sessions focused on outreach in higher education and on the military's Transition Assistance Program.

- In a presentation on member acquisition, engagement, and retention programs, Gerry noted several great ideas that we may hear more about in future newsletters. The ideas included developing special interest groups for chapter meetings, PM in the AM, premier movie viewing with PMs and their families, and providing members with free professional photos.
- A valuable take-away from "Harnessing your Power to Create Change" is that we have no boundaries. The future and the answers are right in front of us.

The LIM presentation materials are available to attendees, so if you would like to review any presentations, send an email to president@pmi-nh.org or membership@pmi-nh.org. The agenda is available on the [PMI Leadership Institute website](#).

Nominate and Recognize Excellence

Please submit your nominations for project management professionals, organizations, and projects for the PMI New Hampshire Chapter Awards. The goal of this program is to recognize the outstanding efforts of our members, those who support them, and who they support. This program also increases the visibility of the New Hampshire Chapter in the state and in our local communities. The 2017 award winners will be announced at the June Chapter meeting.

For more information visit the [Awards and Recognition](#) page of the PMI New Hampshire website. Use the forms at the bottom of the page to submit your choices for outstanding Project Managers, Projects, and Organizations.

Secrets from Santa from page 3.

- Help repair what's broken. Use Santa's CALM Model for conflict resolution: Clarify the issue; Address the problem; Listen to the other side, and Manage your way to resolution.
- Get Beyond the Red Wagons. Accept that things change. Recommend change. Explain why. Lay out the facts. Discuss benefits to be gained. Ask for commitment to the new direction. Be decisive and sensitive. Remember, the customer is really in charge. Always monitor. The more employees understand about how the business works, the more likely they are to accept and support change.
- Share the Milk and Cookies. Provide a way to share feelings of satisfaction and accomplishment. Show the positive differences in what they do and that it couldn't be done without them. Don't take anyone for granted - do right by those who do right. Have an attitude of gratitude. Show appreciation. Expand reinforcement possibilities. Recognition is everyone's responsibility.
- Find Out Who's Naughty and Nice: Confront performance problems, early. Bad behavior is not fair to others. Coach - especially the Majority in the Middle - but don't forget the Super Stars.
- Be Good for Goodness Sake: Set the example. Others are watching... and learning. Model the behaviors you expect from others. Everything counts so pay attention to the "small stuff." Be aware, provide feedback, display "zero tolerance" and ask, "What's Right?"

In addition to Santa's Secrets, the book also provides a checklist to use in your own "workshop", words to remember, and a commitment letter to Santa Claus which outlines your next steps.

This book is published in many formats and available from your favorite reading source. It is also a great book to share.

About Eric Harvey

Eric Harvey is founder and president of the Walk the Talk company and a leading expert on high-achieving leaders and organizations. Walk the Talk has worked with thousands of organizations worldwide including multinational corporations, leading health care providers, high-tech start-ups, and highly respected nonprofit organizations. Eric has authored twenty-five books that have sold millions of copies including the bestsellers; *Walk the Talk*, *Ethics 4 Everyone*, *Walk Awhile in My Shoes*, and *Go for the Gold*.

**The PMI New Hampshire Chapter wishes you a Safe, Happy,
and Merry Holiday Season!**