KONNECT SUMMER EDITION 2015

PMI WEST BENGAL CHAPTER

Dear Members,

Summer Greetings to all members, patrons and volunteers of the Chapter. The Chapter completed four years of its operations and marching ahead with a steady membership and an active volunteer base. During this quarter, we completed a couple of our "Learn and Earn" sessions on Complexities of Projects & Programs management and Digital strategy. A 4 days PMP preparation program workshop with candidate participation from renowned corporate was successfully completed.

The chapter was also invited as one of the keynote speaker in a project management event hosted by a leading corporate in Kolkata.

We would like to thank volunteer leaders of the region across industries who had been volunteering for the Chapter for its activities on a continuous basis. The chapter encourages each of you to connect the project management community you are associated with, both professionally and personally in the region to raise the awareness about the chapter.

Cheers,
Editor's Desk

Cover Story: Project Management in Multi-Cultural Environments

Today's project managers face a multitude of challenges. Along with cost management, time overruns and personnel challenges, there is another challenge and that is working with multiple geographies and diverse nationalities. Globalization has meant that Indian teams are working more and more with international teams. Generally, Indian project managers have developed expertise of working with different ethnic groups within India itself, and hence working with international teams does not pose a major challenge to the experienced project manager. However, remotely managing diverse ethnic teams is a skill that can be enhanced and is probably critical skill development area nowadays.

The first step for the Project Manager (PM) is to understand the nuances of cultural communication between the diverse groups and set up no go areas upfront in a project kick off meeting. This has to be handled with extreme care as cultural communication needs to be undertaken with a highly developed understanding of ethnic histories. The PM has to spend time understanding his team members and also develop communication managers within the ethnic teams. These communication managers need to be separate from the ethnic team leaders so that project communication and cultural communication are kept separate and communication channels are kept open. The PM has to also educate himself about the cultural backgrounds of the team members using project and organizational learning resources.

The PM has to keep in mind cultural aspects of hierarchy in ethnic teams and how each ethnic group looks upon hierarchy and authority figures. This is important because often project communication is hindered due to hierarchy issues. Western nations have a different notion of hierarchy than far eastern nations and having a diverse team comprising of such team members is a recipe for disaster if the PM is not able to gauge cultural issues that start to crop up or fester. Such scenarios can be prevented by having cultural inductions and ensuring that the teams understand the different ethnic back grounds of the team members.
Decision making is another area which is treated differently by the ethnicities. The PM has to be aware while delegating authority and setting up decision making matrices within project teams so that escalation points and critical deadlines are communicated across nationalities and adhered to by the team members. Even with such a system in place, certain nationalities will continue to adhere to cultural environments and may not escalate or communicate project issues as required. This can be mitigated to a large extent by keeping in mind the sensitivities involved and extensive background work.

Today's global projects and the challenges of working with global and remote teams mean that the Project Managers are under greater pressure and scrutiny. Managing and delivering on these projects calls for greater diligence and rigor Developing skills to work in multicultural project environments is a critical area of improvement for all project managers.
So what are the critical skill sets that are required for multi-cultural projects? While excellent inter personal soft skills are absolutely essential, being culturally aware and perceptive of nonverbal cues are also important. Being adaptable with quicksilver reflexes to douse any potential cultural flash point is also a handy skill set to have. Awareness can be developed through detailed research into the background and cultural histories of the nationalities involved in the team, but being able to read nonverbal cues and being adaptable can only come through working in projects under mentors and experienced project stakeholders.

The key to a successful multi-cultural project involves developing a communication and escalation protocol, team building programs, education of members about the cultural diversity in the team and imbibing cultural knowledge. A multi-cultural project provides its members an immense opportunity to learn about different cultures and ethnicities. Executed well, it can be a very enriching experience. Done badly, it can result in rancor and mistrust, not to mention reinforcement of cultural stereotypes and a derailed project

Article contributed by Jitendra Roy Chowdhury, Director of Member ship and Volunteer – PMI West Bengal Chapter and Director , Seiton Advisory Services Ltd

Events & ACTIVITIES

Learn & Earn Session on "Navigating Complexities in Projects & Programs" on March 21,2015

Mr. Subimal Chakraborty , the Head of Global Delivery Centers of The Linde Group, has delivered a splendid lecture on this topic. He touched the heart of audience by explaining tits and bits of project and program complexities, explaining how to tackle them, the importance of scope, communication , stakeholder analysis, what are the risks involved and how to manage them in brief. Even how human and system behaviour affects the projects has explained meticulously. In brief a very fruitful and knowledgeable session was carried out successfully by the chapter.

PMI Leadership Institute Meeting 2015 – Asia pacific at Indonesia, Bali on March 27th & 28th, 2015

Nitu Tandon Kapoor, Secretary of PMI West Bengal Chapter have presented in the meeting. It was a grand event and had participation from PMI offices across the world. There were participants as young as 5 years in project management to veterans with almost 30 years of PM experience. It was a 2 days event, which was kicked off by an opening note by Mark A. Langley – PMI President and CEO. More info on the event was shared in Nitu's blog:
https://twitter.com/PMI_WB/status/591087558878044161

IBM Sharenet event on April 10, 2015

The theme of this event was "Complexity in Project Management". Various topics were presented and shared by the Project managers from IBM and other organizations in private and government sectors.
We have shared info on "PMI PULSE of the Profession" report, PMI resources related to Project management complexities, details on PMXPO 2015,PMI opportunities, PMI Talent Triangle and conducted a Quiz on Agile Project Management Concepts .PMI goodies were also given to the winners of the Quiz. PMI Kiosk was set up to answers queries related PMI and its various certifications. It was a very informative event and all the participants got very good tips on Managing Complexities in Projects!

Learn & Earn Session on "Digital Strategy for Business Leaders" on May 16,2015

Rimjhim Ray , Co-Founder and Director of unmarketeer which works with brands such as Videocon, Mariott across global markets including India, USA, UAE and Australia, conducted an interative session with the voluenters of PMI West bengal chapter on Digital Strategy that focuses on the practical steps to create and implement a ROI-base digital strategy to deliver business value. A very fruitful and knowledgeable session on Digital startegy was presented and well appreciated by all the participating volunteers.

Chapter welcomes our new members

A warm welcome and hearty wishes for a successful career in project management.

Mr Ankur Banerjee
Mr Pinaki Banerjee
Mr Nabik Bhatacharjee
Mr Abhishek Choudhury
Mr RameshBabu Movva
Mr.Debajyoti Mukherjee
Mr Priyatosh Pal
Mr Manoj kumar Parija
Mr.Pranab Kumar Sen Majumder
Mr Chinmoy Debsarma
Mr Suman Ghosh
Mr Aniruddha Guin
Mr Bipin Jaiswal
Mr Amit Khan
Ms. YeYoon Kim
Mr Amit Lundia
Mr Tabish Raza
Mr Pinaki Sengupta
Mr Avik Maiti
Mr.Ashim Majumdar
Mr.Saurav Mukherjee
Mr Dipankar Das
Mr Shirshendu Das
Mr Sakya Dasgupta
Mr Saurav Mukherjee
Mrs Priyanka Roy
Mr Bijit Singha
Mr Dipan Sahu

Etc that matters

Experts Speak – Value of PMI

A new series of video bytes titled 'Experts Speak - Value of PMI' captures the experience of leaders, practitioners and industry experts on the benefits of associating with PMI through certifications, membership and volunteering activities
https://www.youtube.com/playlist?list=PL5glD_3h21ovuLr8LjgYUmvYLv1F8M1qj

FICCI-PMI report suggests steps for 'Make in India' to be successful

Today, it is more critical than ever to build project management capabilities, especially at an organizational level for Make in India to deliver results. Realizing this, FICCI and PMI have identified the top three critical areas which need attention in order to create a conducive environment for the success of Make in India
http://www.pmi.org.in/downloads/Summary_of_FICCI-PMI_Recommendations.pdf

Volunteer of the Quarter

"Those who can, do; those who can do more, they volunteer"

Special Appreciation as "Volunteer of Quarter , Summer 2015" goes to Rajiv Roy

PMI West Bengal Chapter leadership would like to thank Rajiv for his continuous contribution to the chapter initiatives for Communication portfolio. This prestigious award of the chapter is in recognition of your leadership to take forward PMI West Bengal Chapter initiatives in the region successfully aligned with its vision

Congrats Rajiv!

Manage India –Testing National Goals

PMI tests India's ability at program management for the two campaigns - Beti Bachao Beti Padhao program and restoring Ganga. PMI India organized two PM Footprints sessions in Bangalore in March that gave insights into self-organized agile teams and how ideas can be translated into business propositions.
http://www.pmi.org.in/manageindia/volume6/issue02/