

## Project Management: How To Get Projects Back On Track

We don't like to admit it but it does happen, projects go off the rails sometimes. So how do we get them back on track as efficiently and effectively as possible? How do we keep our confidence and cool while redirecting the project back towards success?

Julie Reaume, Director of Development at MindMuze, discusses strategies on how to spot early warning signs of when a project is in trouble, and what to do when it becomes trouble.

### Key Learnings:

- Tips on how to manage bumpy projects
- How to reinstate confidence in clients, and get them back on board
- How to focus and re-motivate internal teams



**Julie Reaume**

Director of  
Development,  
MindMuze

# Case Study

Sarah began work on a new project. She had established a great rapport with her client and had assembled her internal team. She created a timeline with some buffer and confirmed that the work could be done in three months and within budget. Sarah was well-prepared and set-up for success.



# Case Study

Fast-forward to six months later...Sarah is over-budget and the project is only 50% complete. The client has lost confidence in Sarah's ability to get the work done. Her internal team is frustrated and just want to "get the project over with." How did this happen? At what point did Sarah's project go off track?

In this presentation, we'll take a look at the possible reasons a project that was set-up to be a success went the opposite way...



# Words to live (and work) by...

***Failure is only the opportunity to begin again, only this time more wisely.***

*Henry Ford*

***I have not failed. I've just found 10,000 ways that won't work.***

*Thomas Alva Edison*

# Warning Signs



# Warning Signs

## What are the factors that can put our projects at risk?

- Insufficient time / over-committing
- Underestimated budget
- Wrong resources
- Disengagement from key stakeholders
- Scope creep
- Unidentified risks
- Unforeseen changes

# We don't like to admit this but...

**Projects go off track all the time...and can do so several times throughout a project's lifecycle...but that does not mean that the project will fail.**

Let's go back to Sarah for a moment



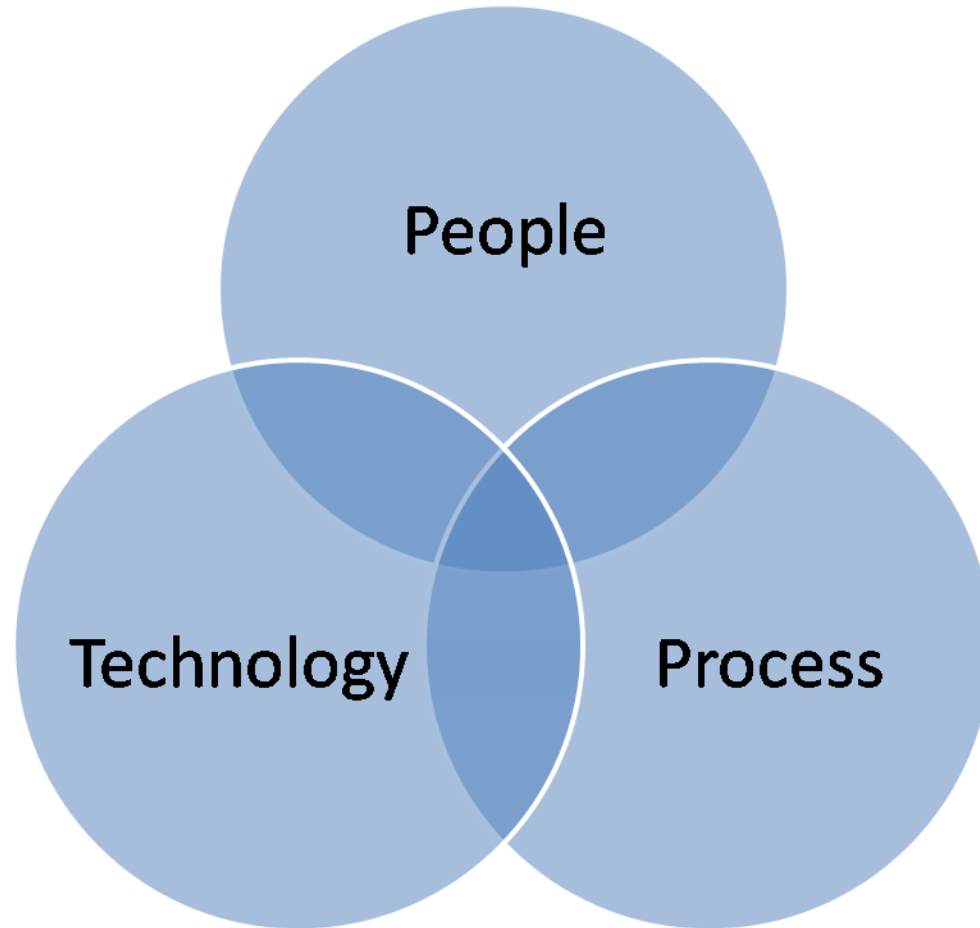
# Case Study

## What Happened?

- Client has a new manager who was not engaged from the start of the project
- Skill set of some internal resources were not a match for the project
- Responsibilities and accountabilities not clear – people don't know what they don't know



# People, Process, Technology



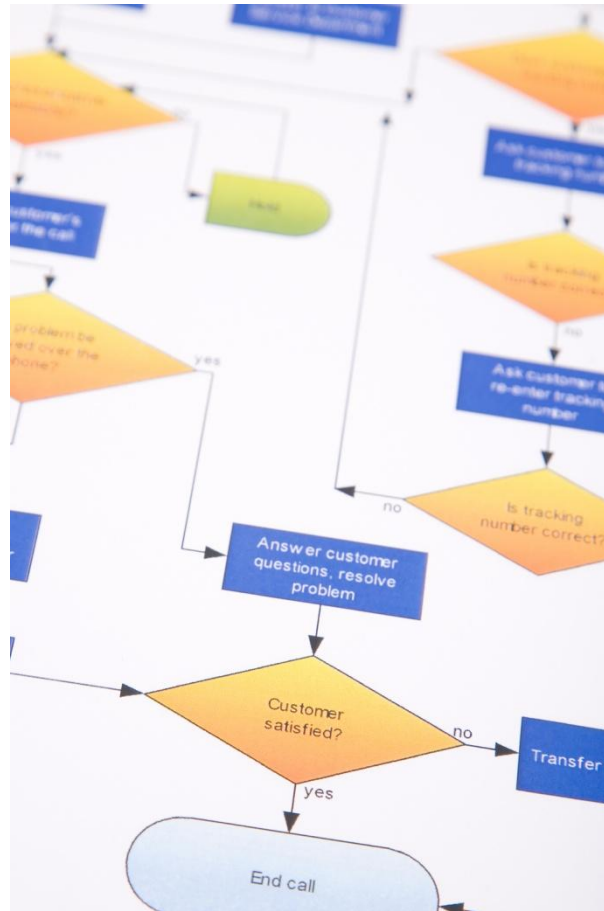
# People, Process, Technology

## People



# People, Process, Technology

## Process



# People, Process, Technology

## Technology



# Case Study

## Outcome

- So...where did Sarah's project falter?
- How could this have been avoided?



# How To Rescue Projects



# Getting Clients Back On Board

Clients **WILL** forgive you for errors if you deliver **GREAT** customer service.



The irony is if you deliver great customer service a lot of mistakes/miscommunication can be avoided.



# Re-Motivating Internal Teams

- Enthusiasm is contagious...and so is frustration
- Collaboration session...not to be confused with a complaint session
- Proactive vs. Reactive





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Questions? Comments?



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