



Pittsburgh Chapter of the PMI

www.PittsburghPMI.org

January 2007

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Monthly Chapter Meeting Schedule

Date: January 11, 2007

Agenda:

- 5:00 Healthcare LIG
- 6:00 Dinner
- 7:00 Chapter Meeting and Presentation

Location:

Engineering Society of Western Pennsylvania (ESWP)
337 4th Avenue
Pittsburgh, PA 15222

To make meal selection and reservations, please call 412-261-4300 before noon on Wednesday, January 10, 2007. Without reservations, your meal will be the Chef's choice. Dinner cost is \$25.

January Healthcare LIG

Title: eHealth: Challenges for the Project Manager

Speaker: Melanie Connell, PMP

eHealth is not just electronic medical records. It is patient portals that allow patients to securely communicate with their physicians via Internet resources. It is physician portals that allow physicians to access electronic health records for patients and communicate securely with other physicians regarding patient care needs via Internet resources. It is health information websites that provide accurate and up-to-date information for the public about medical conditions. It is telemedicine and telecare services. It is digital imaging. It is....

eHealth is "the cost-effective and secure use of information and communications technologies in support of health and health-related fields, including health-care services, health surveillance, health literature, and health education, knowledge and research". (World Health Organization). Using UPMC's eHealth experience as a model, this presentation will discuss the challenges facing project managers of eHealth projects.

January Chapter Meeting

Title: A Profile of Master Negotiators

Speaker: Dr. Michael Benoliel

Speaker Bio

Melanie Connell currently works for the eHealth Division of the University of Pittsburgh Medical Center as the project lead for the implementation of Microsoft's Dynamics CRM application for the Integrated Medical Call Center. She has over 28 years experience in the information technology field including 20+ years in project management. She has spent 20 years in various sectors of the healthcare market including hospitals, healthcare insurance, biomedical research, and mental health/mental retardation case management.

Speaker Bio

Dr. Benoliel is the Director of the Center for Negotiation located in Potomac, Maryland, and a Senior Consultant with The Negotiation Academy - Europe. In his 20-year career as a management consultant and corporate trainer, he has provided services in Effective Negotiation; Strategic Planning, and Leadership to organizations in the United States, Asia, Africa, and the Middle-East. Dr. Benoliel is the author of the book titled, Done Deal: Insights from Interviews with the World's Best Negotiators (Platinum Press, 2005).

IT LIG Meeting is January 22 at the Pittsburgh Technology Council

Topic: The good, the bad, and the ugly of the PMO

Speaker: Ray Huber, Eaton

Ray Huber was promoted to his current assignment as Vice-President, IT & e-Business for the Electrical Group in 2002. Huber started his career in 1987 with Westinghouse Electric Corporation in the Technical Sales and Marketing program. Beginning in 1989, he spent three years as a Field Sales Engineer in Allentown, PA. In 1992, he was promoted to a Regional Marketing Manager for the Electrical Components Division. In 1995, he managed the Customer Support Center for the Commercial Operations Division. He was promoted to Manager, Product Configuration in the Information Technology group in 1997. Prior to his current assignment, Huber was named the Director of e-Business for Eaton in 2000. He graduated with a Bachelor of Science of Electrical Engineering from the University of Pittsburgh.

Want to add articles or important information to the Newsletter?

The Chapter encourages its members to submit articles, tips, humor, or other important information.

Submission Deadlines:

Feb. Newsletter Jan. 16

Mar. Newsletter Feb. 16

Apr. Newsletter Mar. 16

Submit by e-mail to: Newsletter@PittsburghPMI.org

SPECIAL ANNOUNCEMENTS

SPRING 2007 – PMP REVIEW CLASS

Are you interested in taking the PMP exam and want to attend a class to help you prepare? Then mark your calendar. The PMP Review Class will be held on five Saturdays in March 2007. The dates will be March 3, 10, 17, 24, and 31.

The classes will be held at DeVry University on Sixth Avenue in Downtown Pittsburgh.

For registrations received prior to February 1, 2007, the price is \$725 for PMI members \$895 for non-members. For registrations received after February 1, 2007, the price is \$800 for PMI members and \$975 for non-members. Registration must be received by February 20, 2007. In addition to the course materials, additional materials will be provided to help the students study for the exam.

For registration information and to register, visit our website at www.pittsburghpmi.org or see the insert in this newsletter. Please contact vp_education@pittsburghpmi.org with questions.

ADVANCED PROJECT MANAGEMENT TRAINING SERIES

The Pittsburgh Chapter is offering a series of bi-monthly project management classes. This series of five workshops is designed to be interactive, focus on specific issues faced by attendees, and provide advanced, exceptional knowledge for project managers.

Future workshops are:

Team Building – March 21, 2007: What is the difference between a group and a team and why does that matter? In this 3-hour workshop you will challenge your assumptions about the formation and operation of teams so that you can be more effective in your role as a project leader. Topics will include the characteristics of effective teams and what to do with teams that have become dysfunctional. (3PDUs)

Strategic Alignment – May 16, 2007

Today's business climate is changing continuously. Projects need to adapt to the changing business climate and project needs. It is essential for project managers to think and act strategically. In this 3-hour workshop we'll discuss how projects can help a business achieve their strategic goals and the project manager's role in managing a strategic project. Topics will include corporate strategy and gap analysis and the project manager's role in executing strategic projects. (3PDUs)

Leadership – February 2, 2007: True leadership on the part of the project manager is one of the most important characteristics in successfully executing projects. We will discuss how to build on your project management expertise to enhance your success as a leader. This 3-hour workshop explores the unique skills necessary for leading people in a project environment. (3 PDUs)

The instructors for these workshops are Vicky Haney of VBH Consulting, Inc. and Donna Brighton of the Brighton Leadership Group.

Vicky Haney has managed projects in Information Technology (IT) in the areas of manufacturing, banking, insurance, communications and law enforcement. She has been a developer, analyst, business architect, and project manager for over 20 years. Her experience, combined with extensive knowledge of PMI's project management standards, gives Vicky the unique ability to combine the reality of the business world with practical application of the theory. Vicky uses this approach in her project management training to help participants apply their new-found knowledge to their own projects.

Donna Brighton is senior program manager, change management leader and certified project manager with proven results leading projects in the, manufacturing, financial, insurance, biotech, publishing, healthcare and pharmaceutical industries. As a practitioner she has demonstrated capabilities in facilitating strategic planning sessions, conducting business process reengineering initiatives and enterprise change management to drive overall corporate profitability and growth.

These five workshops are an easy and inexpensive way to maintain certification. Discounts are available for those registering early or for more than one workshop. Preference will be given to those who register for multiple classes. Please contact VP_Education@PittsburghPMI.org with any questions.

Project Manager Spotlight – Melanie Connell, PMP

Current Employer: University of Pittsburgh Medical Center

Current Role: Project Lead/Business Systems Analyst for the eHealth group

Project Management Experience: I have over 20 years of Project Management experience in multiple industries including healthcare, manufacturing, insurance, higher education, and software development. I was certified as a Project Management Professional in 2002.

PMI Experience: I have been a member of the PMI Pittsburgh Chapter for much of the past 10 years.

Most Challenging Project:

Managing the development and implementation of a process analysis/defect management system for a video glass manufacturer with staff in 2 locations about 150 miles apart before collaboration technology was widely used (late 1980s). This was my first project with staff located in more than 1 location and there wasn't anyone available who had enough experience with this situation to serve as a mentor!

Best Advice for New PMs:

One of the most important components of a project plan is the communication plan. It is critical to determine how information will be shared not only with management and stakeholders but also with project team members that are increasingly working in different locations and often different time zones.

Hobbies:

Girl Scouts, reading, crocheting, playing piano, attending sporting events (avid Penguins fan and season ticket holder!).

If you could have dinner with anyone, living or dead, who would it be and why?

My father who died in 1980. He had an amazing understanding of people and how to motivate them to work together to accomplish almost anything. I'd love to be able to pick his brain to get tips on how to do the same thing with my project teams.

A Book Recommendation:

Managing Management Time: Who's Got the Monkey by William Oncken

Favorite Office Decoration:

Pittsburgh Penguins calendar

Practical PM Tips to Give You a Competitive Edge Fast

Love of Learning Makes a Great Project Manager

By Michelle LaBrosse, PMP, Chief Cheetah, Cheetah Learning, Inc.

For more information, visit www.cheetahpm.com.

Becoming a master of your craft as a project manager means continually learning how you can improve your skills. Luckily, every day gives you opportunities to learn with Project Management - even if you aren't actively doing the job of a "project manager."

Stop and think about your life through the lens of Project Management. You'll soon realize that just about everything you do in life is a project in some form or fashion. It's this simple act of reflection that will help you become a better project manager. You can take the events that are going on around you day in and day out, and turn them all into learning experiences.

How do you do this? It can be formal or informal. From the formal perspective, you can ask the people involved in your projects to rate your abilities as a project manager on your last project with a [PM Scorecard](#), and then use the results to create an improvement plan.

On the informal side, it is as simple as a reflective exercise of what you learned during your day, and how you can use it to improve your on-going performance as a project manager. Here are a few questions to ask yourself: what worked well for you? What didn't work well for you? What did you learn? How are you going to do things differently based on what you learned?

Let me give you a recent example of how informal reflection improves your learning. I recently wrapped up a project status meeting with several programmers on one of many projects that I'm managing. The meeting went exceptionally well and the project is also moving along perfectly. It's that ideal scenario that we all work for, and it probably doesn't happen as often as we want it too. So, this stuck out in my mind, and I asked myself why this team was doing so well.

They had just achieved one of their major milestones and everyone was feeling rather euphoric. This coupled with the coming holiday and some much needed time off added to the swell of good feelings. What I realized was that it was very important to give this team time to celebrate their accomplishments; to acknowledge and appreciate what they had accomplished and give them a little breathing room with the holidays coming up.

Will all our project status meetings in the future go this well? I can make sure that I spend the time to set up a success-based schedule so the people doing the work can get it done, and that there is time for me to acknowledge each success, and also time for them to regenerate after hefty milestones.

Taking the time to reflect on what you experienced and how you can use that to improve your Project Management capabilities needs to be both formal and informal. Treat everyday as a learning experience and over time, you'll notice that your Project Management capabilities will grow as you do.

About the Know How Network

The Know How Network is a monthly column written by Michelle LaBrosse, the founder and Chief Cheetah of Cheetah Learning. Distributed to hundreds of newsletters and media outlets around the world, the Know How Network brings the promise, purpose and passion of Project Management to people everywhere.

About the Author

Michelle LaBrosse, PMP, is the founder of [Cheetah Learning](#), and [author](#) of *Cheetah Negotiation* and *Cheetah Project Management*. The Project Management Institute, www.pmi.org, recently selected Michelle as one of the 25 Most Influential Women in Project Management in the World, and only one of two women selected from the training and education industry. She was featured in the October 2006 issue of PM Network Magazine, and also graduated from the Harvard Business School's Owner President Managers (OPM) program in March 2006.

She created the origins of the Cheetah Project Management methodology as an Air Force Officer in the mid 80's. In 1995, she prototyped the concept of accelerating learning using "virtual classrooms," to accelerate the way people learned and applied core business skills. As a corporate research scientist in systems engineering and adult learning for a large multinational corporation, she later created and tested a one-day approach to teaching Project Management. This approach would later evolve to become Cheetah Project Management, a fast and effective way of launching projects.

Today, she is the leader of the course development team at Cheetah and sets the strategic direction for the company. Using the Cheetah Project Management techniques, LaBrosse has grown the company from three employees in 2000 to more than 100 in 2006. Cheetah is now the global leader in Project Manager Professional Development.

Her articles have appeared in publications such as: *European CEO Magazine, Plant Engineering Magazine, Industrial Engineer Magazine, Control Engineering Magazine, Journal of the American Association for Medical Transcription JAAMT, NSSEA Essentials Magazine, ASTN Network Magazine, Radio Sales Today, Sprinkler Quarterly & Technology Magazine, The Federal Credit Union Magazine Online, Business Quarterly Online American Society of Landscape Architects, ACRP Wire Association of Clinical Research Professionals, American Council of Engineering Companies Association* and more.

With a B.S. in Aerospace Engineering, and an M.S. in Mechanical Engineering, LaBrosse has done extensive postgraduate work with the Massachusetts Institute of Technology Center for Advanced Educational Studies and with the University of Washington Industrial Engineering Program in accelerating adult learning with respect to meeting core business objectives.

She lives in Nevada with her family and likes to rejuvenate in Alaska where you'll often find her kayaking, golfing or hiking.

Event Schedule

Please contact Mike Rapach, VP of Programs, at Programs@PittsburghPMI.org if you have a topic you would like to see addressed in a future meeting, if you or someone you know would be interested in presenting, or if you have an advance question for any of our presenters.

Date	Program Type	Presenter	Title	Location
1/11/2007	Healthcare LIG Presentation	Melanie Connell, PMP	eHealth: Challenges for the Project Manager	ESWP
1/11/2007	Chapter Meeting & Keynote Presentation	Dr. Michael Benoliel	A Profile of Master Negotiators	ESWP
1/12/2007	Education Session	Dr. Michael Benoliel	Negotiating Masterfully	Regional Learning Alliance
1/17/2007	Advanced Project Management Series	Donna Brighton, PMP and Vicky Haney, PMP	Emotional Intelligence	Urban Mountain Gathering Place
1/22/2007	IT LIG Presentation	Ray Huber, VP, Eaton	The Good, the Bad, and the Ugly of the PMO	Pittsburgh Technology Council
2/2/2007	Advanced Project Management Series	Donna Brighton, PMP and Vicky Haney, PMP	Leadership	Urban Mountain Gathering Place
2/8/2007	Financial Services LIG	TBD	TBD	ESWP
2/8/2007	Chapter Meeting & Keynote Presentation	Bob Rinsma	Westinghouse Electric's Project Excellence Program	ESWP
3/8/2007	Healthcare LIG	Roundtable Discussion	Real World Development of the Work Breakdown Structure	ESWP
2/8/2007	Chapter Meeting & Keynote Presentation	Locust PM	Project Portfolio Management – Lessons Learned and Best Practices	ESWP

New Chapter Members	Chapter Contacts
<p>As of January 2, 2007, the Chapter has 1023 members.</p> <p>Please join us in welcoming the following new members to the chapter:</p> <p style="text-align: center;"> Paul D. Barnes Richard J. Bates Stefan R. Bewszka Laurel A. Bitsko Linda R. Bucci David Ray Durbin Diana L. Garfold Diana L. Hulme Chandra Kannan Arthur S. Kifer Christopher J. Kohler Nancy H. Long Michelle L. Markey Paul J. Marshalek Mr. Michael R. Martin Ms. Amy M. Moore Mr. Bob Pecina Ms. Leslie K. Popowski Mr. Henry Wise, PMP Alan T. Wolf Mr. Steven L Zander, PMP </p>	<p>President Larry Mack, PMPPresident@PittsburghPMI.org</p> <p>Ex-Officio President Ed Rosenstein, PMP..... ExOfficio@PittsburghPMI.org</p> <p>VP Treasurer Ray Luncher, PMP VP_Treasurer@PittsburghPMI.org</p> <p>VP Membership Linda Schumacher, PMPVP_Membership@PittsburghPMI.org</p> <p>VP Communications and Publicity Melanie Connell, PMP VP_Communications@PittsburghPMI.org</p> <p>VP Education & Certification Shirley Waselko, PMP VP_Education@PittsburghPMI.org</p> <p>VP Programs Mike Rapach, PMPVP_Programs@PittsburghPMI.org</p> <p>Executive Director Dick Kimball.....ExecDirector@PittsburghPMI.org</p> <p>IT LIG Maureen James and Sandra Williams.....ITSIG@PittsburghPMI.org</p> <p>Financial Services LIG Kim Mangan..... financialsig@pmipittsburgh.org</p> <p>Healthcare LIG Matt Craig..... HealthcareLIG@pittsburghPMI.org</p> <p>Webmaster John Rose, PMP Webmaster@PittsburghPMI.org</p> <p>Email Coordinator Nancy Cole, PMP Email@PittsburghPMI.org</p> <p>Newsletter Coordinator Christine Morgan Korber, PMP.....Newsletter@PittsburghPMI.org</p>
New Chapter PMPs	E-Mail Address
<p>As of January 2, 2007, the Chapter has 567 PMPs.</p> <p>Please join us in congratulating the newest chapter PMPs!</p> <p style="text-align: center;"> Susan Kwadrat, PMP Gregory M. Virgin, PMP </p>	<p>Just a reminder to keep your contact information up-to-date in the Members section of the national website, www.pmi.org.</p> <p>Your monthly newsletter and all other Chapter communications will be sent to your primary e-mail address listed under your Contact Information.</p>