



OPTIMIZING RESOURCES, BUILDING TEAM CONFIDENCE AND MORALE

EXECUTIVE SUMMARY

In an organization with more than 8,000 employees, Intellec's management recognized that employees would work together more efficiently if they encouraged a single project management methodology. They began offering the Project Management Essentials (PME) work session to combat this need, and have seen an improvement in communication involving projects in many areas of the company. Management is seeing employees using the PME strategies in their daily work.

BACKGROUND

Many of Intellec's employees were completing projects, but the definitions, templates, and reports they were using with others in the company were not streamlined.

One employee of the Organizational Development and Training department stated that when teams said, "Project Success" everyone had a different interpretation for what that meant. They needed a system that was consistent across the board so that they could really help each other fulfill their project goals.

In a survey sent out to all of employees, Intellec found that 1,300 of them had interest in taking a project management course. Within a short time they had a *FranklinCovey Project Management Essentials* pilot scheduled. The pilot was very successful, and the materials supported the very goals that Intellec was looking to fulfill. The IT/Operations team decided to make it mandatory for many of their employees so they could begin to develop one project management approach for their entire department.

IMPLEMENTATION

Intellec had two employees certify to become PME facilitators and the IT/Operations leadership made it mandatory for certain people to take the course. In addition, there were many open sessions for all other employees. On average, the facilitators have taught two programs per month since July of last year and have 24 students in a class. By the end of 2014, approximately 500 of Intellec's employees will have completed the work session.

ONE GRADUATE OF THE WORK SESSION STATED THAT BY USING THE ACCOUNTABILITY FORMS, IT MADE THEIR TEAM MEETINGS GO VERY SMOOTHLY. ANOTHER GRADUATE USED THE CONVERSATION PLANNER FORM TO RESOLVE CONFRONTATION BETWEEN EMPLOYEES AND WAS SURPRISED TO SEE HOW COMFORTABLY THEY WERE ABLE TO RESOLVE THE ISSUES USING THAT OUTLINE.

RESULTS

The IT/Operations team has seen the most improvement in how they interact as a staff as they communicate about upcoming projects. Key stakeholder interviews are being completed, and employees are able to get on the same page and brainstorm ideas long before the work required to carry out the project begins. People talk about key stakeholders, they show risk assessment, and the terminology that they wanted to be standardized is being used within the team. Because the IT/Operations group interfaces with everyone in the company, they are modeling the standards, terminology, and templates—which is invaluable to having the organization embrace a common project management methodology.

Other employees have worked to implement different aspects of PME in their everyday work. They find themselves falling back on the FranklinCovey templates to move forward when they get stuck in projects and even for regular day-to-day tasks. Their confidence in the templates and practices taught is growing with each experience.

Even PME certified employees at Intellec have mentioned that they really appreciated going through the program, that it served as a refresher course, and has helped them to tackle their projects with more focus. The entire company is coming to understand that project success is not just checking a box. They go into it with a plan to meet or exceed expectations, optimize resources and to build team confidence and morale for future projects.



LEADERSHIP | EXECUTION | PRODUCTIVITY | TRUST
SALES PERFORMANCE | CUSTOMER LOYALTY | EDUCATION