

RefineM

Looking Forward to Project Management in 2021 After a Turbulent 2020

NK Shrivastava, PMP, RMP, ACP, CSP, SPC4
CEO/Enterprise Agile Coach - RefineM

3 February 2021



Agenda

1. Introductions and Expectations
2. Project Management in a Turbulent Year
 - a. The Turbulent Year 2020
 - b. Impact of the Turbulent Year on Project Management
3. Looking forward in 2021
 - a. Lessons Learned from 2020
 - b. Key Trends for 2021
 - c. Strategies to Manage Projects in 2021
4. Summary / Q&A

RefineM's Virtual Lunch & Learn

This is a monthly webinar delivered during the lunch hour in the first week (Wednesdays) of every month.

It's designed to help you learn while you eat lunch, providing a relaxed environment to enhance your experience.

The monthly webinars will cover a variety of Project Management / Agile topics.

RefineM



Your Expectations

What are your expectations from this webinar?

Go to [menti.com](https://www.menti.com) to answer



NK Shrivastava

PMP, RMP, ACP, CSP, SPC4

- CEO/Consultant since Dec 2011
 - Agile Transformation/Coaching/Adoption
 - Enterprise Agile Coach @ IBM
 - Project Management/Process Improvement Consulting and Training Products for Project and Agile Professionals
 - Essential Gear for Project Managers
RefineM.com/products/essential-gear-for-project-managers/
 - PMP Exam Simulator
RefineM.com/pmp-exam-prep-practice-test/
 - Agility Assessment Tool
Agility.RefineM.com/
 - Videos – PMP and Agile
<https://vimeo.com/search?q=RefineM>
- 20+ years of successful project leadership
 - Successfully led hundreds of projects of all sizes
 - Recovered many projects, saved millions of dollars
 - Implemented numerous process improvements
 - Coached/mentored hundreds of PMs and executives
 - Board member of SWMO PMI Chapter (2008-2014)

Helping organizations
turn their project
management capability
into a **competitive
advantage**

RefineM



ATP Program



RefineM has been approved as a Premier Authorized Training Provider (ATP) to continue to deliver high-quality training in PMP® Exam prep and other areas.

Look for 2021 training at
<https://RefineM.com/training/public>

RefineM



RefineM Affiliate Program



Earn money while promoting our Products and Trainings.

Your customers get a discount of:
25% on Products and Self-Paced Trainings and 10% on Live Trainings.

You earn the same in commission:
25% on Products and Self-Paced Trainings and 10% on Live Trainings.

Contact Us at Trainings@RefineM.com to get started.

RefineM



Kanbanize



RefineM is proud to announce partnership with Kanbanize.

Kanbanize is a leading platform for Agility at Scale.

Features include multiple timelines and workflows, process automation, analytics, and more.

Learn more at www.kanbanize.com and set up a free trial.

RefineM



Survey Question 1

- **Which of the following were concerns for you in 2020?
(Select all that apply)**

1. Project delivery was slower due to the turbulent year
2. Projects were cancelled due to the turbulent year
3. Projects I managed didn't realize the benefits that were expected
4. I was laid off or was concerned I could be laid off
5. My stress level increased during the turbulent year

Vote now – 1 minute

3 February 2021

The Turbulent Year 2020



<https://coronavirus.jhu.edu/data/animated-world-map>



3 February 2021

RefineM





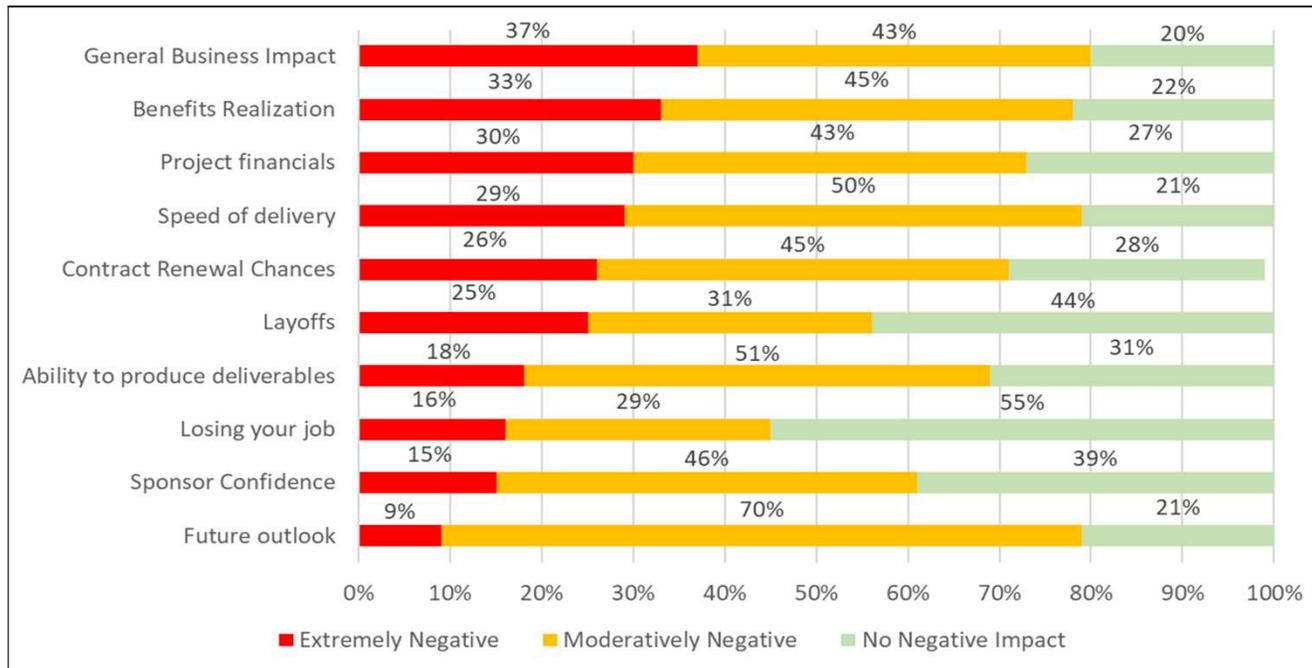
Impact on Project Management

3 February 2021

Refine**M**



Overview of Negative Impacts



Source: <https://my.project-business.org/resources/Documents/Studies/PMI-PBF-Covid19CrisisSurvey-Report-11June2020.pdf>

3 February 2021

Short- and Long-Term Impacts

1. Project Performance
2. Financial
3. Personal



[This Photo](#) by Unknown Author is licensed under [CC BY-ND](#)

3 February 2021

RefineM

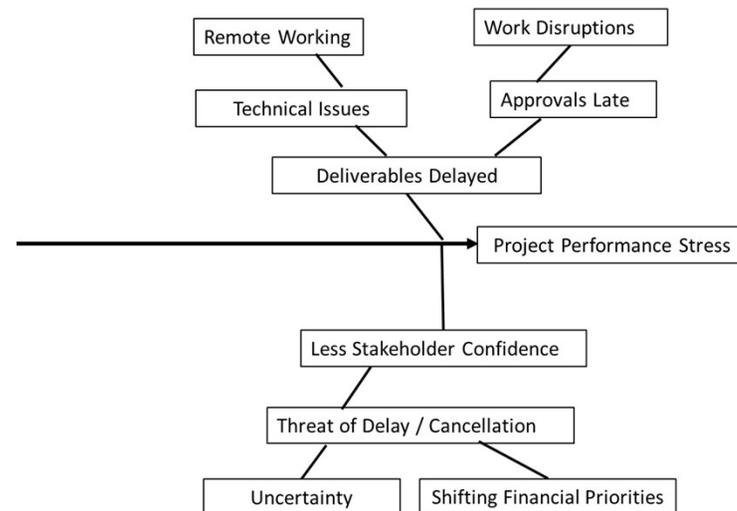


Project Performance Stress

1. Less benefit realization
2. Speed of project delivery
3. Speed of deliverables
4. Sponsor confidence

Long-term:

More projects cancelled



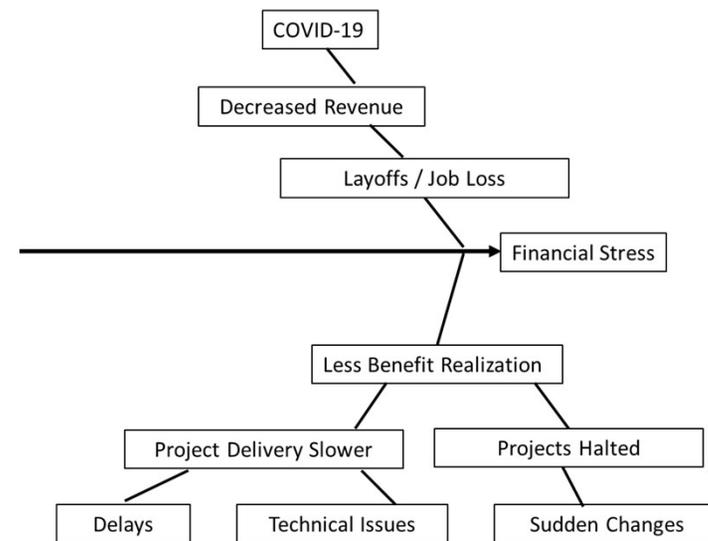
3 February 2021

Financial Stress

1. General business impact
2. Project financials
3. Less chance of contract renewal

Long-term:

More project uncertainty



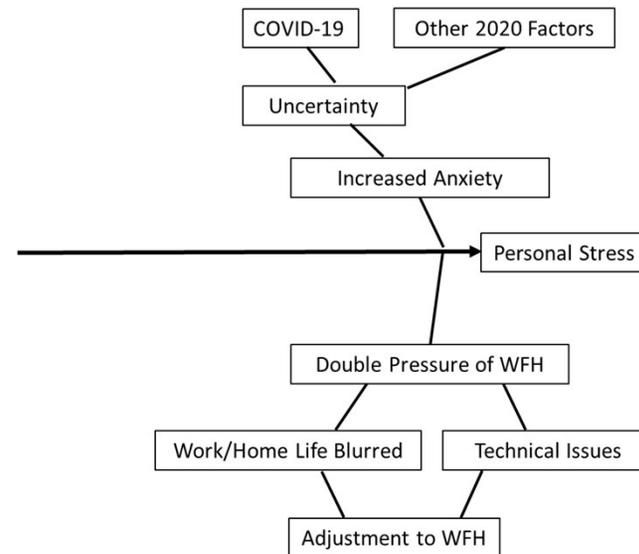
3 February 2021

Personal Stress

1. Layoffs affecting team
2. Potential of losing your job
3. Working and living at home

Long-term:

Bleak outlook for future



3 February 2021



Managing the Turbulence

What did project managers do to remedy the issues?

1. Tools
2. Techniques
3. Shifts in Approach

3 February 2021

RefineM



New Approach to the New Normal

1. Adapt to remote work
2. Adopt Agile mindset
3. Adjust to changing conditions and be prepared to continually adjust as needed



3 February 2021

RefineM



Techniques

1. Master use of remote collaboration tools
2. Hold Online happy hour
3. Consider flexible scheduling
4. Use a visualization tool to build transparency



3 February 2021

Tools

1. Remote Collaboration – Zoom/WebEx/Google Meet, Mural/Miro, Slack/Team/WhatsApp
2. Work visualization tools – Kanbanize, SwiftKanban, JIRA, Trello, Basecamp
3. Centralized information sharing – SharePoint, Office 365, TFS



3 February 2021

Survey Question 2

What steps are you taking now to reduce the impact of turbulence on projects?

(Select all that apply)

1. Changing Approach
2. Adopting Agile Mindset
3. Using More Remote Collaboration
4. Adopting Flexible Scheduling
5. Adapting Routines
6. Using New Tools

Vote now – 1 minute

3 February 2021



Lessons Learned from 2020

3 February 2021

Refine**M**



Lessons Learned from 2020

1. Turbulent events drove uncertainty but increased resilience
2. Project delivery was slower and new approaches were required
3. Knowledge of virtual teams and collaboration has increased greatly
4. It was needed for people to find ways to manage stress and anxiety
5. 2020 was a hard year but 2021 has a lot of opportunity



Key Trends for 2021

3 February 2021

Refine**M**



Key Trends for 2021

1. Project delivery will continue to be impacted by COVID-19
2. Cybersecurity projects will be as important as ever
3. Demand for Project managers will increase
4. PMOs need to innovate to stay relevant
5. Design Thinking approaches will be integrated by project managers
6. The use of Kanban will increase on projects
7. Agile and DevOps approaches need to integrate further
8. Quality engineering will take precedence over quality assurance
9. Agile teams will be more distributed than ever
10. Agile Coaching and Transformation Services will rise



Strategies to Manage Projects in 2021

3 February 2021

Refine**M**



Strategies Overview

1. Develop skills in managing virtual teams through use of technology
2. Develop skills in navigating through uncertainty and change
3. Focus on your and your team's mental and emotional well-being
4. Build transparency and track progress through use of technology
5. Never stop learning

3 February 2021

1. Develop Skills in Managing Virtual Teams

1. Learn the technology and how to correct issues quickly
2. Stay connected with team
3. Make sure everyone is clear about priorities and expectations



3 February 2021

2. Develop Skills in Navigating Through Uncertainty and Change

1. Expect changes and have a mindset of responding to them in a timely manner.
2. Simplify change management process for your team
3. Always keep in mind customer and stakeholder's expectations



3 February 2021

3. Focus on Your and Your Team's Mental and Emotional Well-being

1. Work on developing coping skills so you and your team stays mentally and emotionally stable
2. Focus on your and your team's information diet.
3. Encourage meditation and exercises
4. Find time for your team to wind down informally, such as an online “happy hour”



This Photo by Unknown Author is licensed under [CC BY-ND](#)

3 February 2021

4. Build Transparency and Track Progress Through Use of Technology

1. Make sure everyone who needs access to information has it in a central place
2. Invest in tools – JIRA, Kanbanize, Trello or similar tools are good start



3 February 2021

5. Never Stop Learning

1. Adopt a mindset of continuous learning to adapt to and overcome challenges
2. There are lots of great ways to keep learning – take advantage of them



3 February 2021

Survey Question 3

**Which of the strategies do you think will be most useful to you?
(Select all that apply)**

1. Develop skills in managing virtual teams through use of technology
2. Develop skills in navigating through uncertainty and change
3. Focus on your and your team's mental and emotional well-being
4. Build transparency and track progress through use of technology
5. Never stop learning

Vote now – 1 minute

3 February 2021

Conclusion

1. Adapt to remote work
2. Learn to use technology
3. Adopt Agile mindset



[This Photo](#) by Unknown Author is licensed under [CC BY-NC-ND](#)

3 February 2021

RefineM



Questions?

NK Shrivastava, MBA, PMP, RMP, ACP, CSP, SPC4

CEO/Enterprise Agile Coach, RefineM

Cary, NC, USA

nks@refinem.com, www.refinem.com

 <http://www.linkedin.com/in/nkshrivastava>

 [@justrightpm](https://twitter.com/justrightpm)

Download the slide deck: bit.ly/refinem-feb-2021-slides

3 February 2021

35

RefineM



Questions?

NK Shrivastava

CEO/Enterprise Agile Coach, RefineM

Cary, NC, USA

nks@refinem.com, www.refinem.com

 <http://www.linkedin.com/in/nkshrivastava>

 @justrightpm