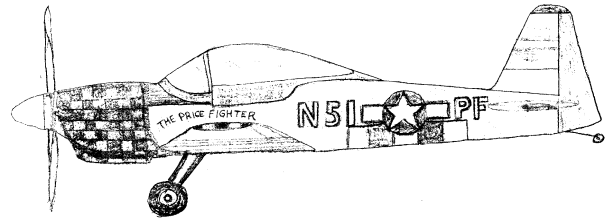


Takeoff!



Contents

SECTION 1: BEFORE YOU TAKE OFF	11
WHAT IS A PROJECT?	10
BENEFITS OF PROJECT MANAGEMENT	12
EXPECTATION MANAGEMENT	15
STAKEHOLDER ANALYSIS	20
USE THE FOUR P'S MODEL	24
WHAT IS YOUR PROJECT'S UVP?	35
SELLING YOUR PROJECT	38
SECTION 2: STARTING THE PROJECT	43
CREATE THE CHARTER	44
THE TRIPLE CONSTRAINTS	49
SCOPE	51
SCHEDULE	55
BUDGET	58
TRADE-OFFS	60
ASSUMPTIONS	62
CONSTRAINTS	65
CREATE THE WINNING PROJECT PLAN	67
CREATE A PICTURE OF YOUR PROJECT	68
CREATE A WORK BREAKDOWN STRUCTURE	70
WHAT MAKES A GOOD PROJECT MANAGER?	74
PROJECT TEAM HEALTH	80
ESTIMATING	83
THE POWER OF THE YELLOW STICKY COMMUNICATIONS	91
METRICS	94
CONTROL	96

SECTION 3: CONDUCTING THE PROJECT	99
PROCESSES IN PM	100
TRACKING YOUR PROJECT	101
MEETINGS	106
MORE MEETINGS	109
MANAGING MULTIPLE PROJECTS	111
BUILDING TRUST	114
WHAT MAKES A PROJECT SUCCESSFUL	116
RISK	118
CHANGE	141
MORE COMMUNICATIONS	147
SECTION 4: CLOSING THE PROJECT	150
CLOSE-OUT	151
ACCEPTANCE VERSUS DELIVERY OF THE PROJECT	152
LESSONS LEARNED AND EARNED	154
TAKE CARE OF THE TEAM	157
BENEFITS OF PM CERTIFICATION AND CAREER DEVELOPMENT	158
THE ULTIMATE SUCCESS SECRET IN PROJECT MANAGEMENT	160
APPENDIX	164
REFERENCES & SUGGESTED READING	198
INDEX	202