



March 2011

Our Next Chapter Meeting - March 10, 2011

The next PMI breakfast meeting will be held on **Thursday, March 10th, 2011** from 7:15 a.m. to 9:00 a.m. at the **Clarion Hotels and Convention Center, 525 33rd Avenue, Cedar Rapids SW, Iowa**. The Clarion Hotel and Convention Center phone number is (319) 366-8671.

Program Title:

'Practical Steps to Navigate the Path from Manager to Leader' presented by **John Langhorne**

About the Program:

John will use several stories to illustrate some key ideas central to management and leadership. Emphasis will be on practical "take home" practices and principles. If time permits, questions and comments will be invited.

About the Speaker:

John Langhorne started Langhorne Associates (<http://www.langhorneassociates.com>) in 1984. Since then, he has worked with leaders and managers in over 300 private sector companies as well as many not-for-profits and public sector organizations. He has more than 25 years of experience in a wide variety of companies and extensive knowledge of effective practices. John has written dozens of short, explicit articles about leadership, management, organizations, and personal development for his clients and as a columnist for the Corridor Business Journal. He recently wrote an "unbook" entitled **Beyond Luck: Practical Steps to Navigate the Path from Manager to Leader**. You can read the first 18 pages by going to <http://www.beyondluck.net/>.

Cost: Chapter Members, \$13; Guests, \$20

RSVP: Please confirm your attendance no later than Friday, March 4, 2011, to programregistration@pmieasterniowa.org. Use MARCH REGISTRATION in the subject line. Cancellations must be received by midnight Sunday, March 6, 2011 to avoid being charged as a no-show for this chapter event.

Program Schedule:

7:15 - 7:30	Registration, breakfast, and networking
7:35 - 7:45	Chapter announcements by Chapter President/Officers
7:45 - 8:45	Presentation / Discussion
8:45 - 9:00	Final announcements and wrap-up

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President's Corner – Set your Goals and Move Forward
By Tammy Sweat, PMP ®

I know that all of you seasoned Project Managers understand the importance of goal setting but perhaps a reminder now and then would rekindle the spark of enthusiasm you have for achieving new aspirations. There are rare exceptions in which promotions or mastering a new skill happens by accident, typically to obtain what you want you need to set a goal and take steps towards reaching it. Here are a few basic tips to keep in mind once you have selected a goal you want to obtain.

- **Research** – It is important to find out as much as you can regard the desired goal. In particular, research the following areas:
 - History; Understand the development and historical perspectives regarding the goal
 - Skills sets: Are there necessary skills needed, special certifications, or other qualifications necessary to obtain the goal?
 - Influence: Who has influence over awarding the goal?
 - Past achievers: How did others obtain the goal?
 - Positioning: How is the goal positioned within the function it operates? (i.e., how is a position aligned within an organization?)
- **Frame of mind** – Thomas Jefferson said it all, “Nothing can stop the man with the right mental attitude from achieving his goal; nothing on earth can help the man with the wrong mental attitude.”
- **Keep the goal out front** - Discuss your goal with others. Share your desire and dreams with those around you; it will help keep them alive and others will recognize that you are serious. Every important decision that is made should be made with the goal in mind. By including others in the goal making decisions they will be prone to help you move forward in the right direction.
- **Education** – Prepare to spend time educating yourself on what is needed. Whether it is a formal classroom education or a skill that is learned by practicing, in order to master the goal new skills will need to be obtained.
- **Contacts** – One of the most important steps to take is building up personal relationships with those that impact whether or not you obtain the goal. This list can include spouses, children, educators, managers, leaders, and skilled practitioners. Find ways to interact with those on your list that you do not typically speak to. Visit their office, send emails, and take advantage of any hallway conversation that you may have. I cannot express how important this step is. In most cases you will not be able to achieve your goal by yourself, you will need the help of others and by building a rapport with those that have decision making abilities you will be further ahead then you may realize.
- **Plan and recognize the time to act** – Don't wait too late! Start now and continue to add little accomplishments each day. They will add up and soon you will be achieving major milestones along the way.

Achieving a new goal may be risky; it may bring some perplexity or complexity into your life. It may require that you step out of your comfort zone every now and then. If it is a goal worth achieving, then go for it! Life is too short to always wonder what-ifs.

Brainstorm Chicago - Chicago

Brainstorm Chicago, May 10-13, Hyatt Regency Chicago Hotel

Special Offer for PMI Eastern Iowa Chapter Members

Your first Workshop is Complimentary (a \$250 value) on May 11 or May 12, with Priority Code **PMIEIWEB**

About Brainstorm Chicago

In today's constantly-changing business environment, only the most agile enterprises stand a chance. At Brainstorm Chicago, you'll receive intensive training and workshops covering the real-world skills needed to successfully implement continuous process improvement in any organization.

If you are looking for more than just incremental improvements in your business, join us for an unbiased source of education and insight from the leading experts in the field - and begin building your agile enterprise today.

Brainstorm Chicago offers:

Half-Day Innovation Workshops - Tools and Techniques:

Learn to evaluate and incorporate the latest state-of-the-art tools and techniques into your specific environment.

Full-Day Immersion Training - Disciplines and Methodologies:

Immerse yourself in the foundations and underlying concepts of real-world process improvement from the leading experts in the field.

To request your Complimentary Workshop*, enter Priority Code PMIEIWEB when registering. If you have any questions, please call Client Services at 508-475-0475, x15.

We are an *R.E.P.* (Registered Education Provider) – PMI Members may earn PDU credits.

*Complimentary Workshops are limited in supply and may end at any time.

DIRECTOR OF PROGRAMS

VOLUNTEER OPPORTUNITIES

Srikanth Kamineni PMP

The PMI Eastern Iowa Chapter has an open volunteer opportunity for the Director of Programs. Some of the duties include lining up the monthly chapter meeting topics and speakers, assisting with Fun Night and PDD activities, participating in occasional conference calls and attending the chapter meetings. Many of the duties can be handled via email.

If you would like to become involved with our chapter and earn free PDUs for volunteering, please contact education@pmieasterniowa.org or any of the members in the Leadership team.

The Cranky Parking Attendant

By Margaret Meloni, MBA, PMP

Once a week I park in a parking garage at a location in Los Angeles. The parking attendant on duty has always been the same person. Last night, the parking attendant made me laugh. It was one of those laughs that just come right out. You don't know you are going to laugh, you don't think about it – it just happens.

I am fairly certain that he was not trying to make me laugh. You see, each week when I come in he is very cranky. He has no interest in exchanging greetings and small talk. Smiling is not his thing. (At least not that I have observed.) I know that he can talk because one week as I walked to the elevator he called out, "The elevator is broken, take the stairs." But the next week when I asked, "Is the elevator working?" He did not respond. (I did try the elevator and it was working.)

So how did this person cause me to laugh? Last night after I paid him, he turned and walked away. Now, sometimes he places a receipt on my car and sometimes he does not. So I was not sure if our transaction had completed. I asked, "Are we good then?" He turned and looked at me and using his hands to motion me away said, "Just go park your car."

For some reason, this caused me to laugh out loud. I did not mean it as a spiteful laugh at him. I do not even know why it struck me as funny. It was pretty rude. I think it was so over the top, that laughter was my gut reaction, 'go to' response.

I am not advocating laughing at people. This was truly not my intent. I do not know what goes on in this man's life. He could be sick or in a difficult situation or has recently lost someone he loves. I may remind him of someone who makes him unhappy.

What I do advocate is this:

Don't take things personally. Other people's behavior is rarely about you.

About the Author: Margaret Meloni, MBA, PMP, is an executive coaching consultant for IT professionals. She helps project managers and teams work together better by improving their soft skills. Learn how to successfully combine your technical and soft skills in her webinars from The PDU Podcast (www.pducast.com) and from her website at www.margaretmeloni.com.

How Do You Ask a Question?

By Mary M Phelan

As an inquisitive project manager, you have to glean information by asking questions every day. But how do you ask questions? And, do you ask them the right way? Well, there may not necessarily be a 'right' way to ask a question, but you can definitely gain more information depending upon how you ask a question.

Many of us are familiar with getting to the root cause by asking the "5 Whys" – continually asking "why" until the real problem is being identified. While that does work, sometimes people go on the defensive when a question starts with "why." While I don't want to go up against 50 years of tried and tested Lean theory, I do believe that by tweaking your wording a little bit, you may be able to gain a little more insight.

How about starting a question with the word, "How?" Or "What?"

Consider this – as PMs and leaders, we're constantly trying to find out whether or not our team is meeting its schedule of deliverables.

If someone is late, a typical follow up question might be "Why is this late?"

What about trying to reword that into "How can we get back on schedule to meet your commitment?"

Or, "What needs to happen to get this task back on track?"

Or, one more version, "What obstacles are you facing that are preventing you from meeting the deadline?"

Those are all just slightly different from the original form.

Here's another sample question: if the original question was, "Why can't you complete this task?" – How about rewording it to:

- "What is the biggest hurdle you're facing to complete this?"
- "What could you do to look at this assignment differently?"
- "How would this task look, to be a success?"

It's a very subtle difference, but it puts the person being questioned into a less defensive mode, (and a dead-end one at that), and focuses more on a forward-looking view, while asking for commitment, ownership, and accountability. Plus it automatically frames the question into more of an open-ended inquiry, instead of closed.

I've consciously been trying this approach for the past few months and I do think I am uncovering better information, and gaining it in a more positive way. Yes, I may have skeptics who follow the key tenets of Lean, but it's worth giving it a shot...and don't ask yourself "Why?"

Ask yourself, "What have I got to lose?"

Professional Development Opportunity
Invest in your high impact communication skills!



The PMI Eastern Iowa Chapter thanks St. Ambrose University for their silver sponsorship of our 2010 Professional Development Day. St. Ambrose announces the following professional development opportunity.

St. Ambrose University and Dardis Communications will offer a two-day workshop on **Leadership Presentation & Image Skills**.

Participants will learn skills on:

- Captivating audiences with a professional delivery style
- Organizing thoughts quickly and presenting them persuasively
- Overcoming inhibitions and doing things with a purpose
- Controlling nervousness and thinking under pressure
- Delivering visuals to enhance messages
- Organizing presentations using proven roadmaps
- Creating a joint agenda to benefit prospects and clients
- Delivering seated presentations to a small group
- Delivering formal presentations to an audience
- Managing Q & A professionally and effectively
- Learning the impact of first impressions, introductions, and business handshakes
- Learning the differences between business casual versus professional attire

Dates: Wednesday-Thursday, April 13-14, 2011

Time: 8:00 am - 4:30 pm each day

Location: St. Ambrose College for Professional Studies campus at 1950 E. 54th Street, Davenport.

For questions or more information, please contact Jennifer Prinz at St. Ambrose at 563.441.9950 or at PrinzJenniferL@sau.edu. Additional information and online registration is available at www.sau.edu/pdc.

The PMP Exam Changes on 31 August 2011. What This Means for You.

By Cornelius Fichtner, PMP

Every five to seven years, the Project Management Institute (PMI)® performs a Role Delineation Study to determine authority (“the role”), responsibilities & duties of project managers today. The findings are then used to update the Project Management Professional (PMP)® Exam. In this way, PMI ensures that the PMP Exam is a reflection of what project managers actually do in the field. If PMI didn’t regularly go through this process adding new elements and removing old ones, then you would still be tested on outdated methods that were used in the 1980s when the first PMP exam was given.

PMI completed their latest study at the end of 2010. The findings will lead to an update in the PMP Exam on 31 August 2011. Let’s look at what this means to you.

** The PMBOK® Guide Is Not Changing

First of all and most importantly: There is NO change to the *PMBOK® Guide*. The PMP Exam is currently based on the *PMBOK® Guide* 4th Edition. The 5th edition is scheduled for publication at the end of 2012. This means that the PMP Exam will continue to be largely based on the 4th edition until sometime in 2013. Therefore, everyone preparing for the PMP Exam can continue to do so using the *PMBOK® Guide* 4th edition until 2013.

** The Exam Format Is Not Changing

The PMP Exam will continue to be a computer-based exam, and you have four hours to answer 200 multiple-choice questions.

** The Score Report is Not Changing

PMI stated “At this time, PMI does not anticipate any changes will be made to the PMP score report”. This suggests that the way the passing score is determined will remain the same.

** The Eligibility Requirements Are Not Changing

The education and experience eligibility requirements for the PMP Exam will remain the same. Please read the eligibility section of the [PMP Credential Handbook](#) for the details.

** The Exam Changes on 31 August 2011. Period.

The new exam will be rolled out on 31 August 2011 and the last day on which you can take the exam under the current specifications is on 30 August 2011. No exceptions.

** Professional & Social Responsibility Will Be Integrated

In the current exam format Professional and Social Responsibility is tested as a separate domain. The Role Delineation Study showed that Professional and Social Responsibility is integrated into all of the work of project management and cannot be seen as separate. The Code of Ethics and Professional Conduct should therefore be viewed and tested as an integrated part of a project manager’s day-to-day work.

For the new exam, students will have to understand the effects of Professional and Social Responsibility on their daily tasks. Exam questions will ask about ethical considerations during procurement, mix social responsibility with team management and test your application of professional responsibility in a written status report.

Studying, understanding and living the Code of Ethics and Professional Conduct in your daily work as a project manager will have a much higher importance for the exam.

** The Content of Your Study Materials Will Change

PMI has communicated the detailed changes to the new exam to all Registered Education Providers (R.E.P.s). It is their responsibility to ensure that the content of their training materials is updated. As a student, you should not worry about this. You have a right to expect that your provider ensures that your training materials have the right content for the exam you are taking.

** Recommendations for PMP Students

1.) Take The Exam Before The Change:

If you are currently studying for the PMP Exam then plan your studies in such a way that you can take the exam before 31 July 2011. The new exam comes into effect on 31 August 2011 and scheduling your exam one month before this date will give you 30 days to retake the exam in case you fail on your first attempt.

2.) Use Study Materials from PMI Registered Education Providers (PMI R.E.P.)

PMI R.E.P.s is working hard to update their study materials to the new standard and PMI is supporting them in this effort. PMP students should not worry about the changes of the exam content at all. Instead, make sure to purchase study materials from a PMI R.E.P. and ask them to confirm that the materials which you have ordered are right for you based on your scheduled exam date. You need current materials if your exam is scheduled on or before 30 August 2011 and you need updated materials if your exam is on or after 31 August 2011.

3.) Read The FAQ:

PMI has prepared a [Frequently Asked Questions \(FAQ\)](#) page. Reading it will help you to better understand what’s coming.

4.) Read PMI’s Study Tips: I recommend that you take a look at the [PMP Study Tips Page](#) that PMI prepared on their website.

About the author: Cornelius Fichtner, PMP is a noted PMP expert. He has helped over 12,000 students prepare for the PMP Exam with *The Project Management PrepCast* at <http://www.pm-prepcast.com> and *The PMP Exam Simulator* at <http://www.pm-exam-simulator.com>

New Chapter Meeting Prices in 2011

Carol Scherrman, VP of Operations



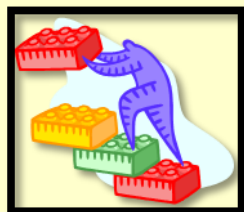
Reminder: New chapter meeting prices go into effect with our March chapter meeting. The PMI Eastern Iowa Chapter has worked hard during this time to maintain prices for chapter meetings and professional development events. Our meeting prices have not changed for over five years. The new prices are a result of price increases for meeting locations, food and beverage, insurance, and other chapter expenses.

Effective March 1, 2011	Breakfast Meetings	Dinner Meetings
Members	\$13 (advance registration/payment)	\$20 (advance registration/payment)
Guests/Non-members	\$20 (advance registration/payment)	\$25 (advance registration/payment)
At the door/Walk up (Member or Non-member)	\$20 (without advance registration)	\$25 (without advance registration)

One area where our chapter members can really help the chapter manage our expenses is by:

- Registering in advance for chapter meetings and other events
- Paying for chapter meetings for which you have registered
- Attending the meeting/event for which you have registered or transferring your registration to someone else
- Abiding by our chapter refund policy and notifying us by the stated deadline for each meeting if you will be unable to attend

Working together, we can keep our expenses low and continue to offer quality chapter events at the lowest rate possible. If you have any questions about the new prices, send them to president@pmieasterniowa.org.



Progress Report...

Coming Soon ...

PMI Eastern Iowa Chapter New Web Site

Carol Scherrman, VP of Operations

The Eastern Iowa Chapter's Board of Directors continues work on our new Web site, event registration, and content management platform. We are getting very close to a "Go Live" date! The content on the new site is almost complete. The remaining work includes:

- Testing of our event registration and payment system
- Testing of the PMI member database export and creation of user IDs
- Editing and approving automatic e-mail messages/announcements

Although there are just a few remaining steps to complete, they are the most crucial part of our transition. We want to ensure that our registration and payment system is secure and accurate and that all chapter members user IDs are appropriately established with proper notification to members. We will not go live until we are confident that these critical components are working as designed.

If you are eager to see the look and feel of our new Web site, visit the PMI Central Iowa Chapter's (CIC's) Web site (<http://www.pmi-centraliowa.org>). They transitioned to the PMPlatform solution in the summer of 2010. Regarding their transition, a PMI CIC leader remarked, "Our only regret is not having migrated to the PMPlatform Web site sooner. The response so far has been an overwhelming positive change for our Chapter."

You will be notified of our "Go Live" in a couple of ways:

- We will announce the "Go Live" in our chapter newsletter and at the chapter meeting.
- You will receive an e-mail message from the chapter with more information just prior to the cutover to the new site.
- When your membership information is exported from pmi.org, you will receive an automatic message with information about setting up your chapter login. **Note:** The automatic message will be sent to the e-mail address that is in your pmi.org profile. Check that your PMI profile contains your correct e-mail address.

Until our new platform goes live, we will continue to post announcements to our current Web site and will continue to send e-mail blasts regarding upcoming chapter meetings and events.

If you have any questions or concerns, please direct them to operations@pmieasterniowa.org.

DATES TO REMEMBER

MARCH 2011						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

10 - PMI Eastern Iowa Chapter Meeting
13 – Daylight Savings start (Spring Forward)

APRIL 2011						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

7 - PMI Eastern Iowa Chapter Meeting
18 – Federal income tax filing deadline
28, 29, 30 - Region 2 Meeting (Manitoba)

MAY 2011						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

2 - State income tax filing deadline
12 - PMI Eastern Iowa Chapter Meeting
30 – Memorial Day

JUNE 2011						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

5 – World Environment Day
9 – PMI Eastern Iowa Chapter Meeting
19 – Father's Day
21 – First Day of summer

Chapter WHO's Who?

Role	Name
President	Tammy Sweat, MSPM, PMP®
VP of Communications and Publicity	Behram Kasad, MBA
VP of Education	Srikanth C Kamineni PMP®
VP of Finance	Brian Thorn, PMP®
VP of Operations	Carol Scherrman, PMP®
VP of Outreach	Suzanne Prymek, PMP®
Past President	Bhaskar Pulikal, MBA, CISA, PMP®
Director of Certifications	Denise Boeding, PMP®
Director of Individual Outreach	Mary Phelan, PMP®
Director of University Outreach	Bob Sanders, PMP®
Director of Logistics	Brian Wayling
Director of Marketing	Jennifer James, PMP®
Director of Member Relations	Geri Stivers, PMP®
Director of Newsletter	Sathian Devarajan, MBA, PMP®
Director of Professional Development	Jacquie Haltmeyer, PMP®
Director of Programs	Vacant
Director of Website and Technology	Mark Bazzell, MBA, PMP®