



TenStep Supplemental Paper

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IT Project Managers Should Model Good Behavior for Business Clients

Usually when you think about the work your clients do, you think in terms of the ongoing operations of finance, sales, marketing, etc. When you see them on projects, it is usually in context of one of an IT project. It might or might not surprise you, then, to see that your client departments have projects of their own as well.

However, in many companies, formal project management initiatives are confined to the IT department. Luckily, there are a number of things you can do to help spread the benefits of formal project management to the rest of the organization.

Model good behavior on your projects. If your business clients see how you manage projects and see the value associated with the processes, they are much more likely to adopt them on their projects.

Help the clients understand what you are doing and why you are doing it. If the clients think you are just making up a bunch of rules, they are not going to be impressed. However, if they see how the processes help you manage the project to meet their expectations, they are more likely to adopt them as well.

Remain positive. If project managers complain about project management processes, the client is not going to be motivated to utilize the processes on their project. If they see project managers talking about the value of good project management processes, they are more likely to utilize them as well.

Think about the projects that you work on and manage. What type of behavior are you modeling? If the rest of the organization looked at you as an example of what project management had to offer, would they adopt this way of managing work, or would they stay far away? The answer is also an indicator of how successful a project manager you are.