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# ALIPRO

Managing Resistance  &  by Being Prepared

2019 SIUE Project Management Symposium

November 22, 2019

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## This session will cover:

1. How to Avoid Resistance
2. Executive Resistance
3. Team Resistance

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## Let's be:

1. Considerate of others so no side discussions
2. Participate!
3. Please introduce yourself (name / role / organization) before speaking

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- 1** Session purpose & ground rules
  - 2** How to avoid resistance?
  - 3** How to manage resistance from your Boss?
  - 4** How to manage the Tribe's resistance?
  - 5** Closing

## Solomon Balraj, PMP<sup>®</sup>, CPF, SSM, JD

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**As VP of Project Management Services & Solutions,** Solomon Balraj specializes in Project & Program Portfolio Planning, Meeting Facilitation, PMO Management, Critical Path Development & Assessment, Change Management, Risk Management, Project Management Methodologies, Team Building & Training

**Mr. Balraj holds an Economics & Biology, BA, and a Juris Doctorate from Case Western Reserve University and is a certified Project Management Professional and Certified Professional Facilitator.**

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- ❑ **ALIPRO** specializes in Project Management Services and Solutions – including consulting, training, PMO implementation and maturity assessments, project management tools and contract staffing
  - ❑ Over 25 years supporting businesses to optimize their project execution, enabling them to continually identify, finance and resource projects that deliver business success
  - ❑ Provides Project Management Services and Training throughout North America, the United Kingdom, continental Europe, China & Kingdom of Saudi Arabia.
  - ❑ Supports industries such as R&D, Manufacturing, IT, Logistics, Utility, Pharmaceutical, Insurance and Governmental for clients that include Google, Caterpillar, Ford, Neovia, ATOS, GE, Siemens, Cummins, Karmak, Pekin Insurance, AAM and COUNTRY Financial

# Avoiding Resistance

## Be Prepared



## Be Prepared



### Step 1 - Prepare

Identify anticipated points of resistances, use appropriate tactics & create your plan of attack before the meeting



### Step 2 - Run

Know the people, group & follow your plan



### Step 3 - Leave Footprints

Document, document & document!



# Avoiding the Resistance

*Open Discussion – What is your meeting culture?*

The comic strip consists of three panels. In the first panel, a manager says, "WE'RE HAVING A MEETING TO DISCUSS EMPLOYEE RETENTION." In the second panel, the manager says, "TELL THEM THAT EMPLOYEES QUIT BECAUSE THERE ARE TOO MANY USELESS MEETINGS." In the third panel, the manager says, "WE WON'T BE GETTING INTO REASONS AT THE FIRST MEETING." The comic is annotated with several callouts: "Lack of Meeting Objectives?" (green), "Nobody Sticking to Agenda?" (light green), "Lack of Meeting Clarity?" (orange), "Too Much Time Discussing Why We are Meeting?" (grey), "No documentation?" (yellow), "Rehashing?" (red), "Not Prepared?" (dark grey), "Meeting Just to Meet?" (grey), and "No accountability?" (white).

## Brain Golf



# Avoiding the Resistance

*Fun*

9 out of 10 meeting participants daydream at some point

*Facts*

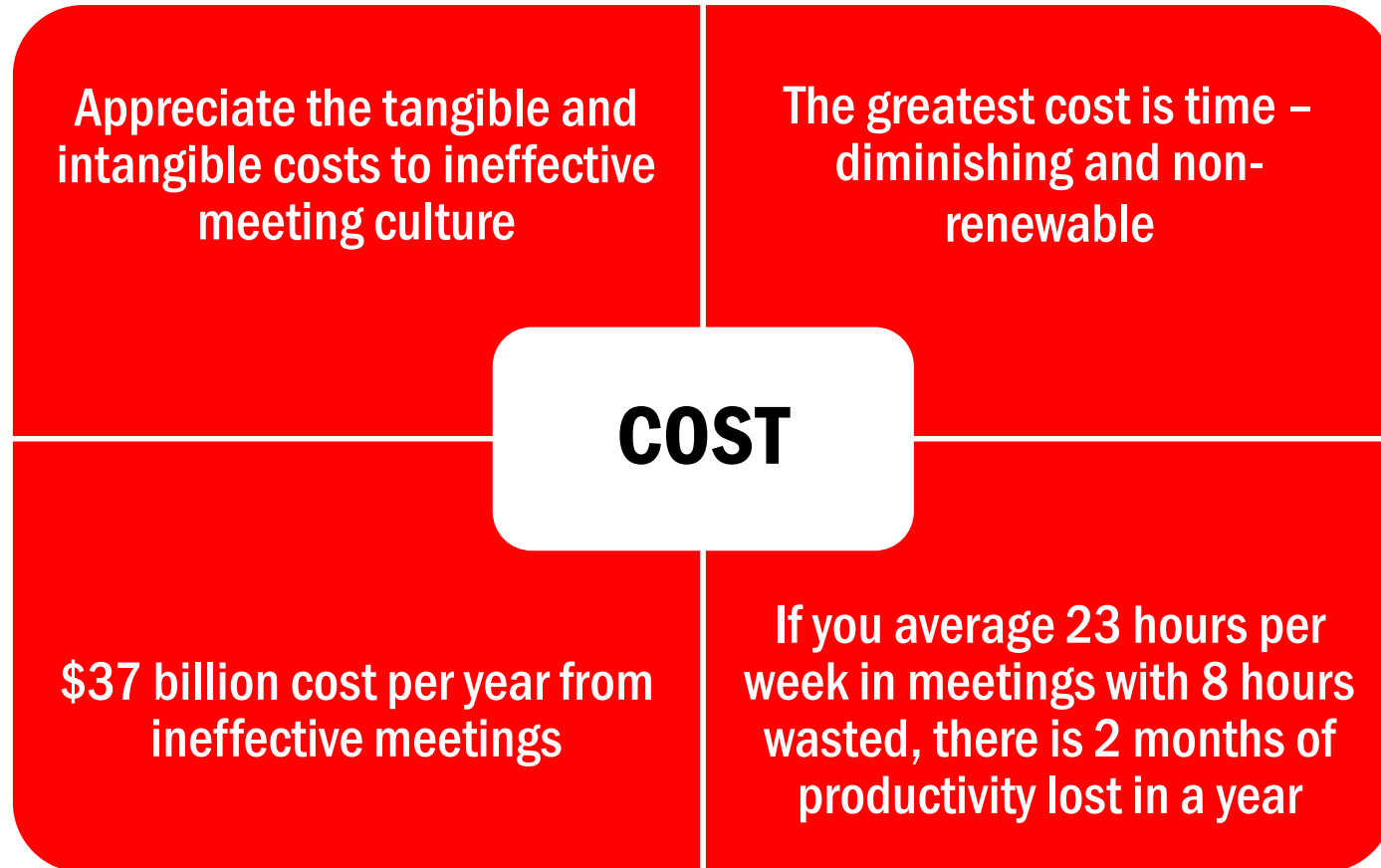
25% of meeting time is discussion non relevant or non agenda topics

50% of people find meetings unproductive

73% of attendees do other work in meetings

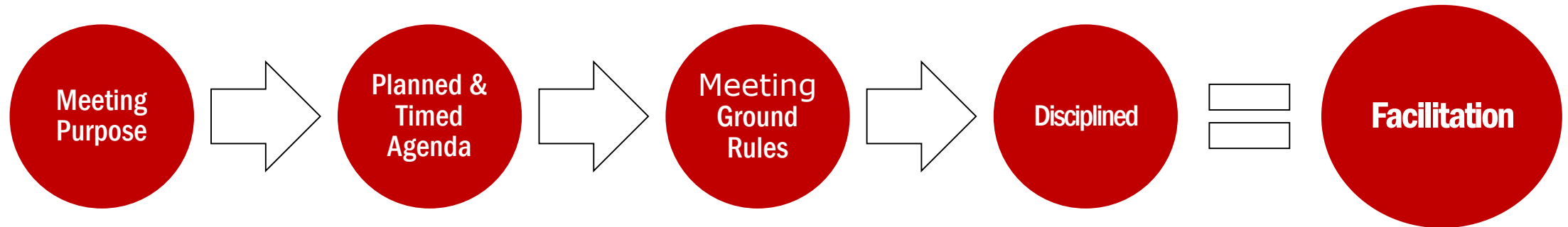
75% of individuals have no formal training on how to facilitate meetings

# Avoiding the Resistance



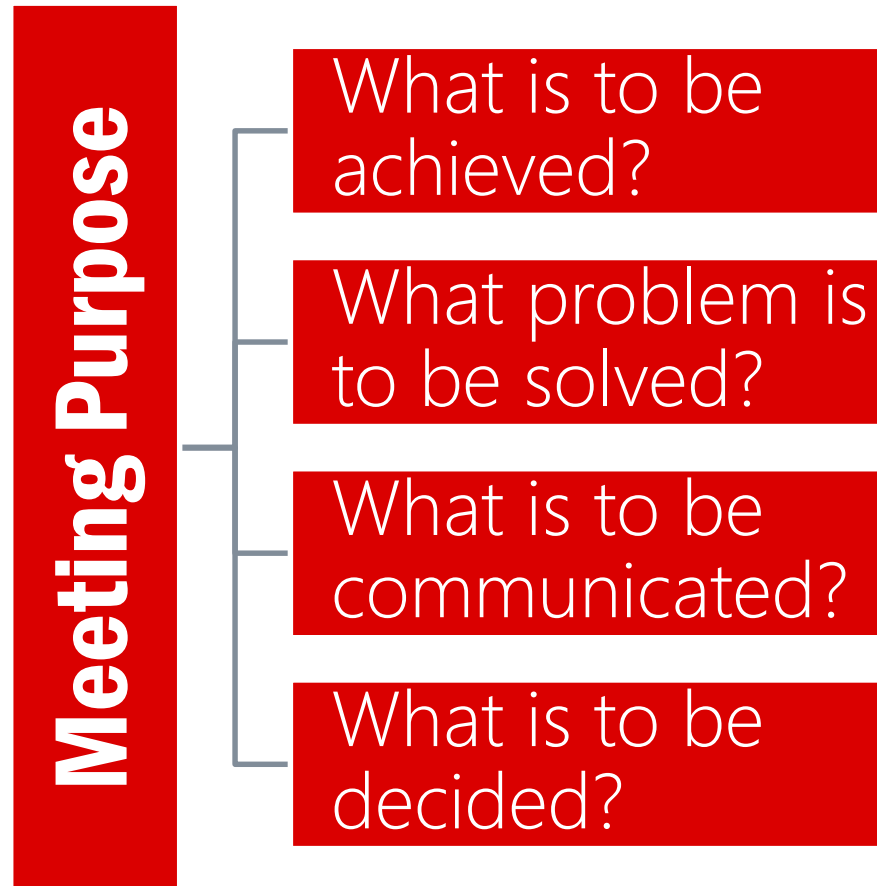
## Meeting Preparation

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*Why are you here?*

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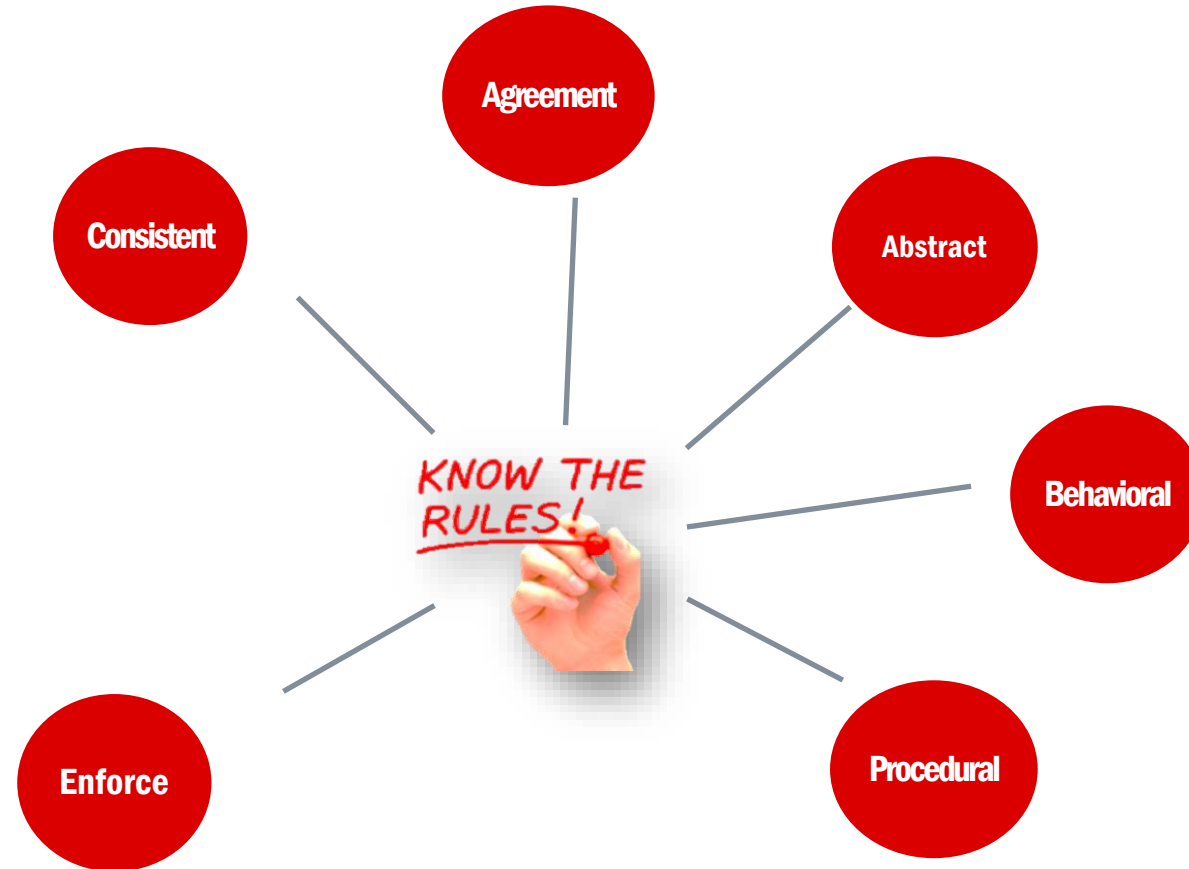
# Avoiding the Resistance

*How are you going to accomplish?*

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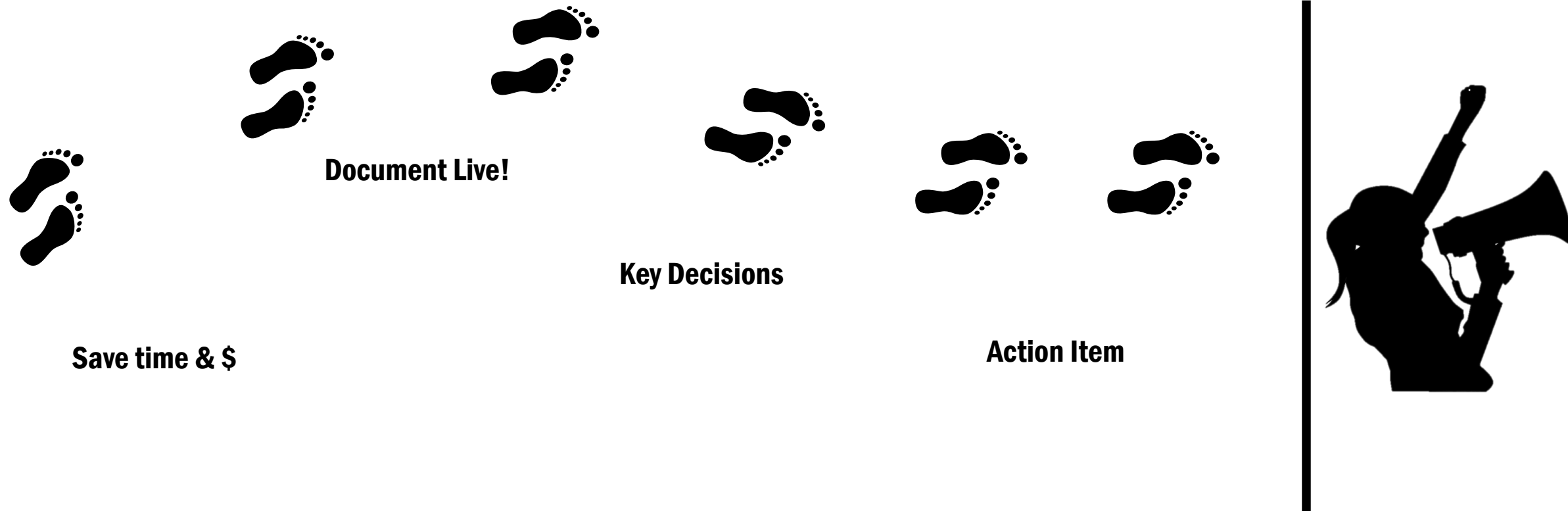


## Ground Rules (Discipline)





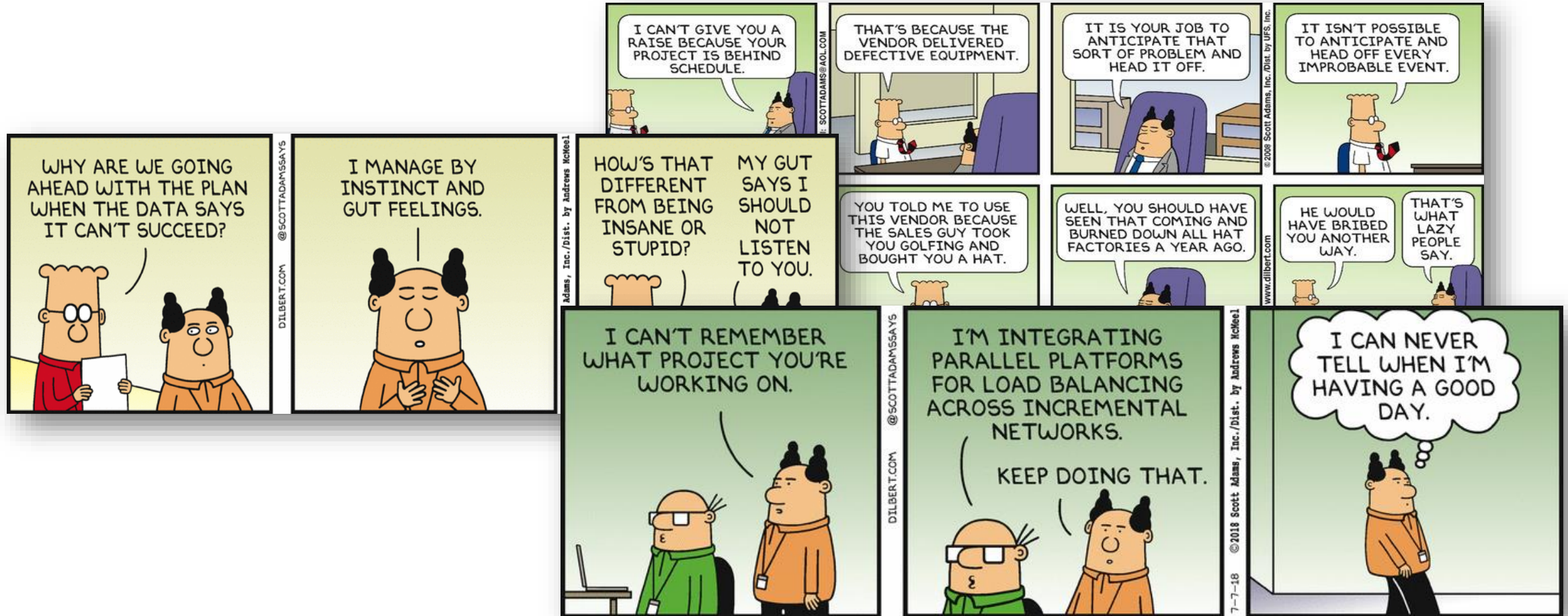
## Leave Footprints



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# How to Manage Your Boss?

# Executive Resistance



## *Open Discussion – Executive Types*

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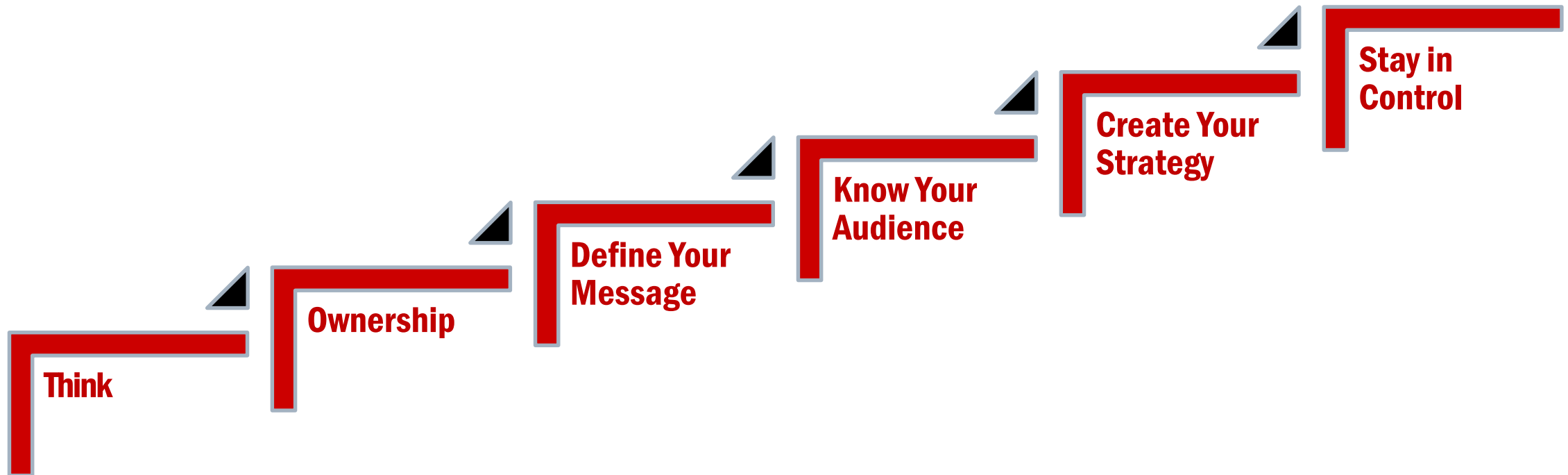
Overpowering (Commander)

Not Clear but Demanding (Pacesetter)

Boil the Ocean (Visionary)

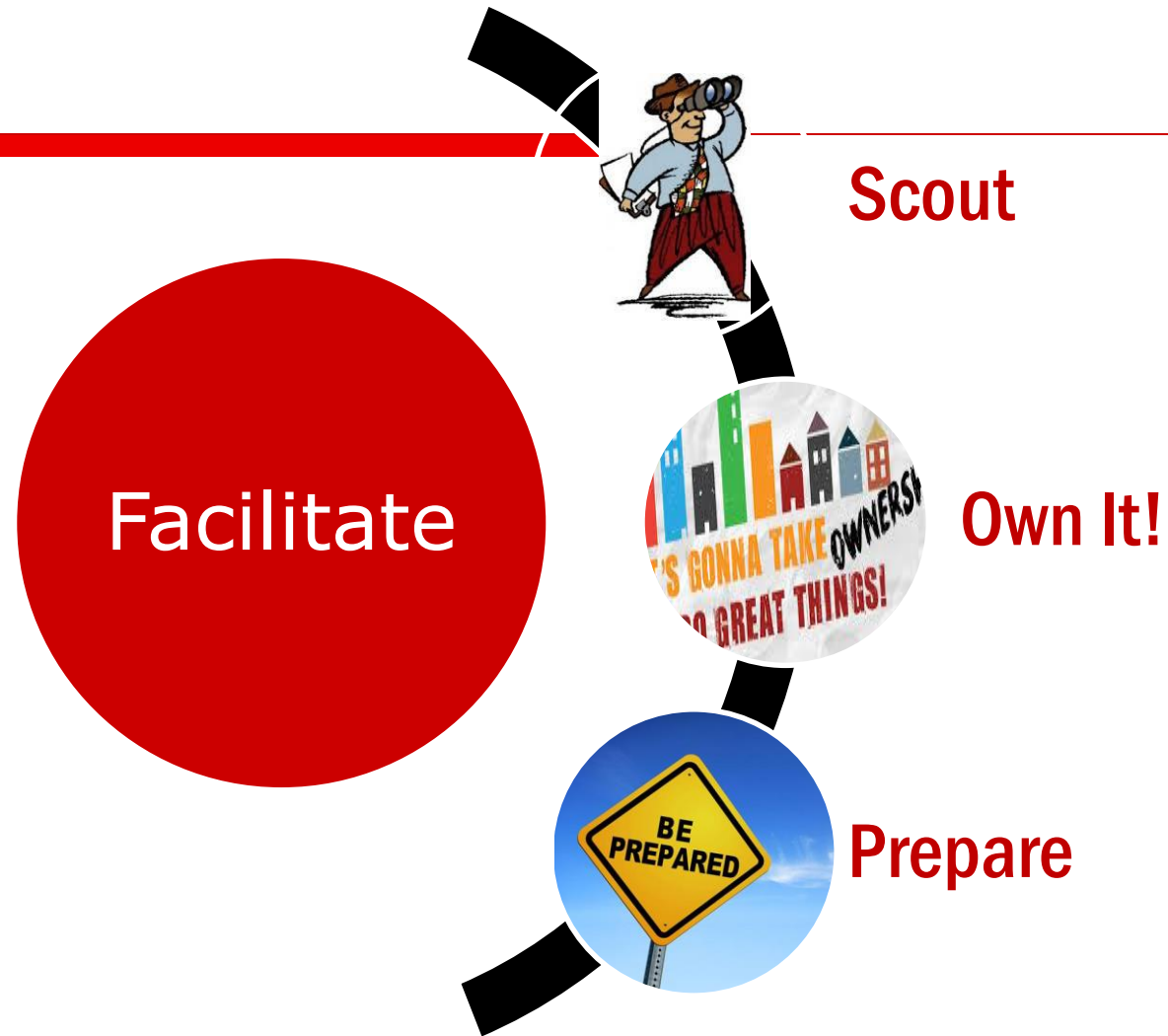
Rah-Rah (Coach)

## *Executive Techniques*

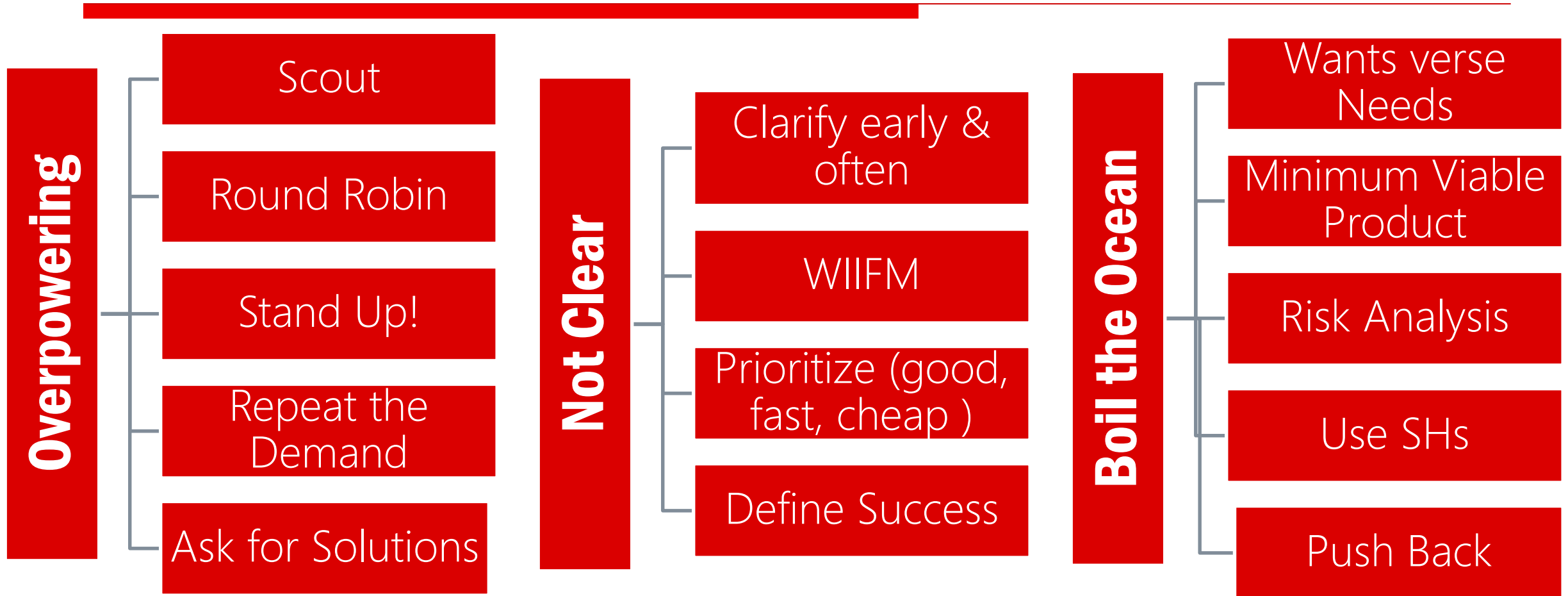


# Executive Resistance

Techniques



## Strategy



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# Managing Resistance within the Tribe!

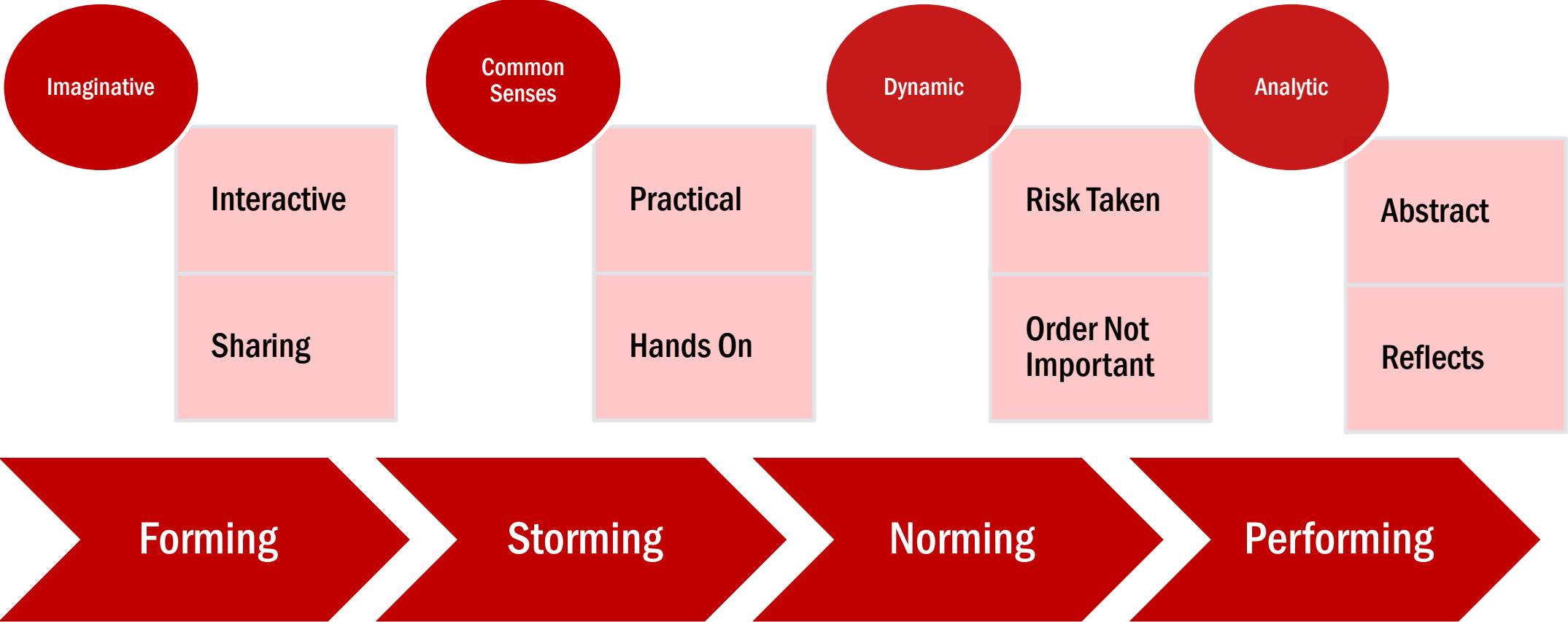


# Team Resistance



# Team Resistance

*Know the Room! Person & the Group*



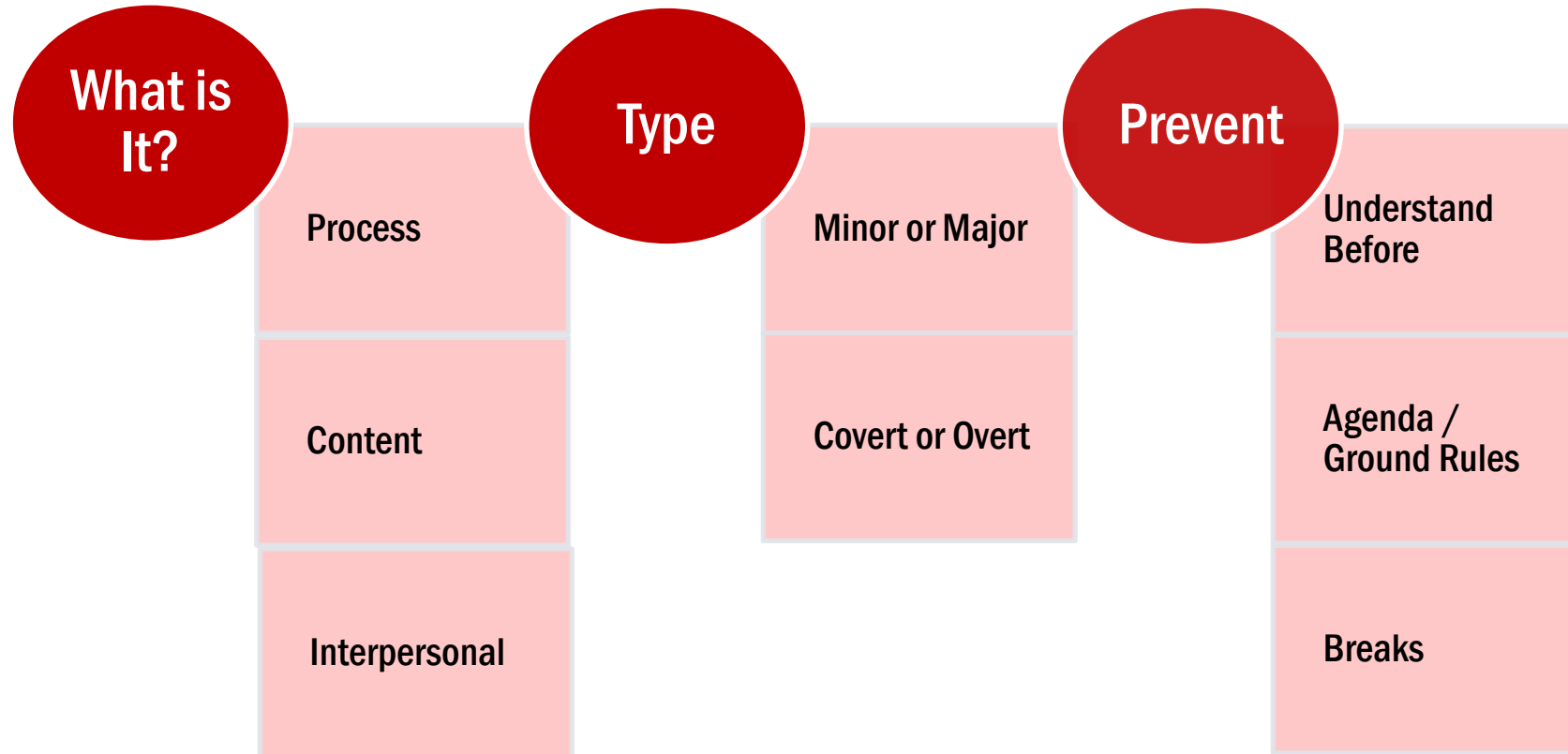
# Team Resistance

## Identify Behavioral Resistances

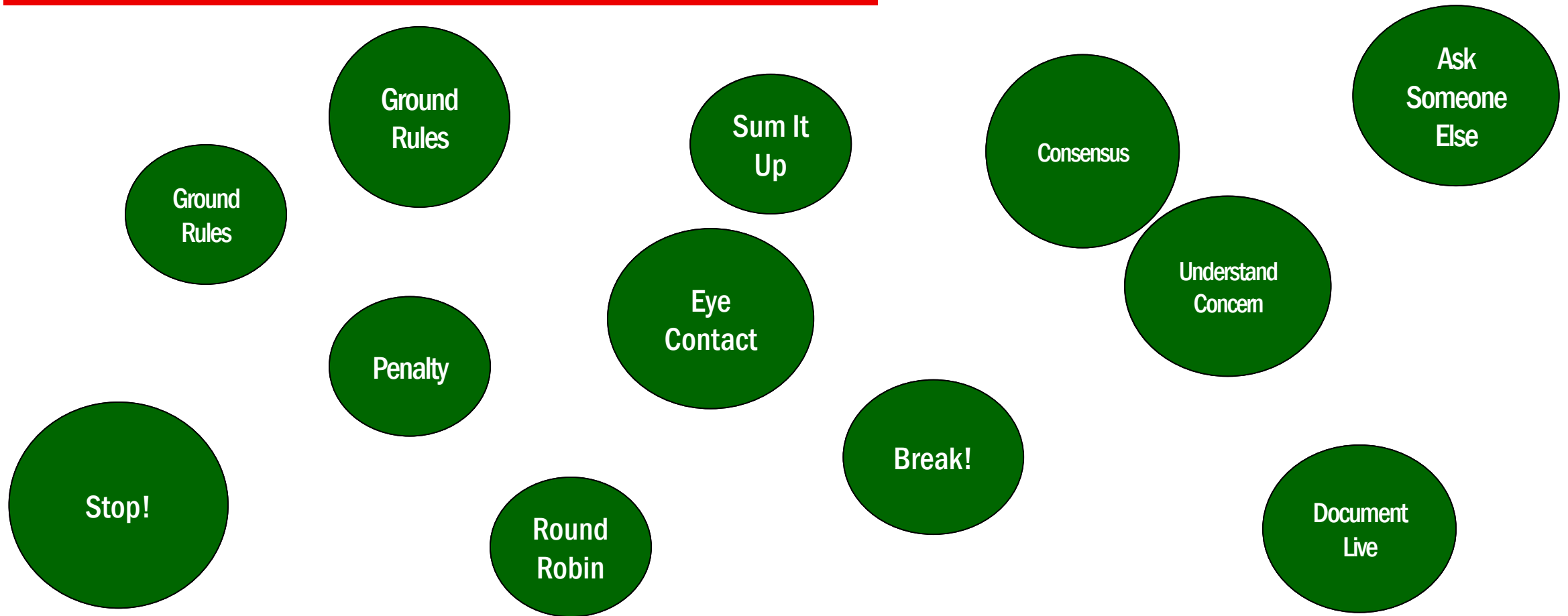
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## Identify the Problem



## *Open Discussion - Techniques*



# Questions?

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