

Project Name: Effective Teams Phase II
Start Date: 3/29/02
End Date: 6/5/05

Project Team Lead: Chuck Conrad, Ryan Raffaelli
Team Members: Bill Ryan, Tim Reynolds, Anita Gross, Jo Ann Borel, Pat Reese

Project Evaluation:

Effective Teams Phase II Overall Feedback Summary						
Totals:						
	Never/ Rarely		Sometimes		Frequently/ Always	
	Before	After	Before	After	Before	After
We identify stakeholders and ask them to prioritize their expected results.	20%	0%	60%	0%	20%	100%
The project has a measurable vision and description of the desired results (outcomes, accomplishments, and deliverables).	40%	0%	20%	0%	40%	100%
The project has a defined end date and milestone timeline.	40%	0%	40%	0%	20%	100%
Each team member has clearly defined roles and assigned responsibilities.	40%	0%	60%	0%	0%	100%
We use a project workplan to track assigned tasks, completion dates, and dependencies.	60%	0%	40%	0%	0%	100%
We have identified potential obstacles and develop contingency plans as needed.	40%	0%	60%	40%	0%	60%
We use status reports to keep key stakeholders informed of project status.	100%	0%	0%	0%	0%	100%
We conduct regular meetings to update the team workplan and review assigned tasks.	40%	0%	20%	0%	40%	100%
Team members utilize time between meetings to work in smaller project groups.	20%	0%	40%	20%	40%	80%
Team members are aware of how their assigned tasks to fit into the project "big picture" of the project.	40%	0%	60%	40%	0%	60%
Out team identifies areas for improvement and ways to improve those areas for the next project.	40%	0%	40%	20%	20%	80%

* Figures based on response from each pilot team lead.

Lessons Learned:

The following comments were taken from the Effective Team's Phase II Closing Session.

Initial Thoughts:

- I was dreading it. It just seemed like so much work.
- Not another template!
- Is this just more extra work?
- Why does my team need to create a status report? I'm in constant contact with everyone who needs to know what's going on.

Final Thoughts After Phase II:

- I understand that workplans are a change for us. If next year all our teams are using them and reporting status, it really will change the way we work.
- Having a milestone chart is one of the few ways I can get these high level executives to focus for a minute on what we need to do.
- That's it? You mean that's all I have to do to fill out the Status Report? I don't have to write a bunch of 3 paragraph emails to all those people trying to explain the issue? This is so easy.

Pilot Team Lead Key Learnings:

- **ED Express Survey:** First we were able to improve so much just by how we conduct our meetings. For someone like me who has multiple projects, the outcome summary and status report help me organize all the information my manager needs to know. I have also seen the importance in determining stakeholder expectations at the beginning of the project.
- **Cost Analysis:** I remember when I first started managing the project. I was trying my best to capture everything. I never dreamt there would be this much going on. Setting milestones has been a huge help for my team. We now have clear dates to work towards. We also use our time more efficiently between our regular status meetings.
- **Learning Coupon:** Creating the status report went by just like that. Once I sat down with Chuck, it was so easy. I couldn't believe how easy it was to put the milestone chart and workplan together. Having the milestones helps me keep everyone informed of what is coming up.
- **Manager's Excellence:** Since I came to FSA U a lot of things have changed. You can't just manage it out of your back pocket. We must do this if we are going to be able to handle our new workload. Having a workplan and status reports frees you up. You end up having extra time because of it.
- **Intranet Redesign:** Our team is good at figuring out what we need to do at the beginning of each morning. I can see how having a workplan would really help for a large-scale project. I am excited for FSA U to start using these tools when we have a large-scale project like Front-To-Back or the LMS.