
Seminar on Managing Software Project to Delight the Customer

by Prem Kamble



Outline

The Challenge of a Software project is not only delivering on time, but also delivering as per specs defined by the customer. Managing a software project needs more of soft skills than hard skills. It is a lot to do with people management. While most seminars on Project Management would concentrate on team building skills and managing your own people, Prem believes that managing customer is as important as managing your own team members.

Contents

Team Building

An IT project is a team performance, hence the team strength is the most critical aspect. At the same time, it is the manager who makes a strong team. The seminar covers your role as the team leader, using the strengths of individuals and managing their weaknesses, conflict management and creating a team culture.

Trust

How do you create and environment of Trust.

Hard Skills

Whereas so far we have covered the soft skills of project management, this section covers the hard skills like review meetings, progress reporting, documentation, project chart, quality monitoring, etc.

Client Management

Whereas in every other aspect of team delivery, the entire team is involved and responsible, this very important prerequisite of project management is entirely the responsibility of the Project Head, Good client management is an extremely critical success factor for delivering on time. This section covers what exactly is client management and provides simple tips to achieve it.

Team Commitment and Integrity

It is difficult to deliver on time unless the team is committed to integrity and timely delivery.

Motivation

A motivated team of ordinary performers can deliver much more than a demotivated team of extremely talented team members. This section covers how to keep a team motivated to give its best.

Recruiting

Key characteristics of the best IT folks and simple techniques to identify them. to give its best.

Study, Design

This section covers how you can delight the customer with BPR, simplicity in processes and design.

Prem Kamble

B.Tech. (IIT B), MBA (IIM C)

Website: <http://pukamble.tripod.com> or Google on "Prem Kamble"

Linkedin: <http://www.linkedin.com/in/premkamble>

Blog: <http://premkamble.wordpress.com>

Cell: +91 7411012442

