



Project Controls

E X P O

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Twickenham Stadium, London

Project Controls – The Human Factor



Project Controls
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About the Speaker

Breda Ryan Senior PCM at Jacobs

- ❑ Breda is a senior PCM in the Programme Management Construction Management Centre of Excellence at Jacobs. She is currently supporting TfL Surface Transport in embedding project controls across its Programmes & Projects Directorate.
- ❑ She has previously led the business change for the deployment of an integrated management and controls solution to enable Heathrow manage portfolio, programme and project controls for its regulated capital investment plans.

About the Topic

Topic Outline

- Translating the project controls textbook into practical and usable tools that make a difference to projects and win the hearts and minds of project managers.

Successful projects



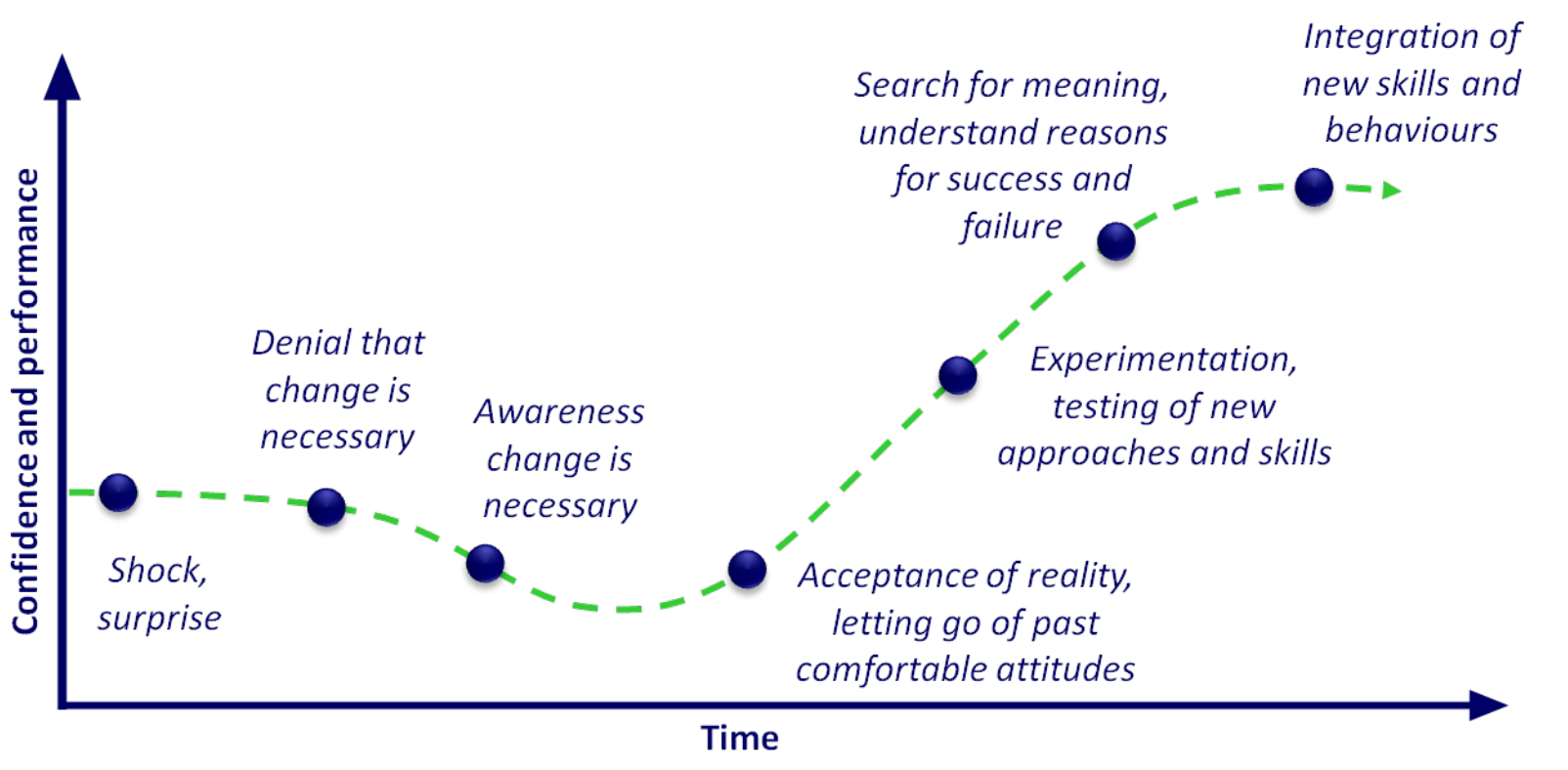
- ❑ It matters to people that projects are a success
- ❑ People matter to project success

The Human Factor

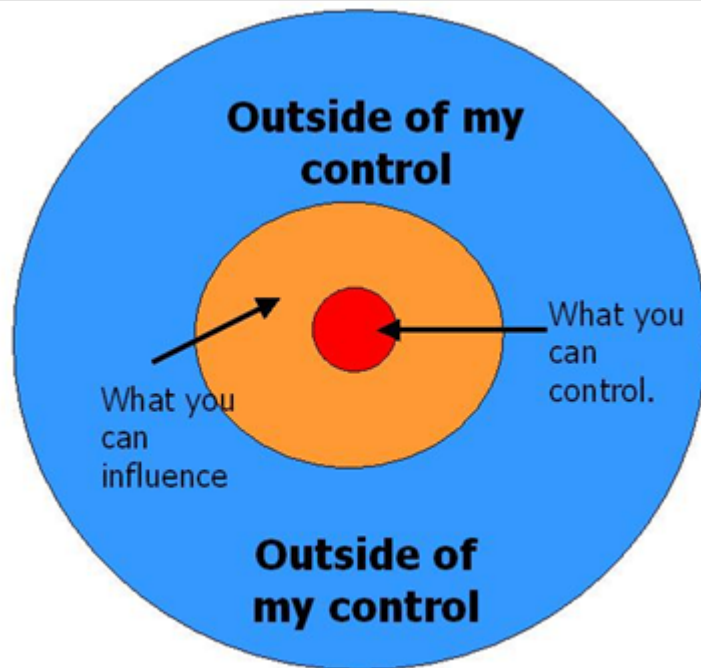


- Discipline
- Relationships

The Change Curve



3 Spheres of Control



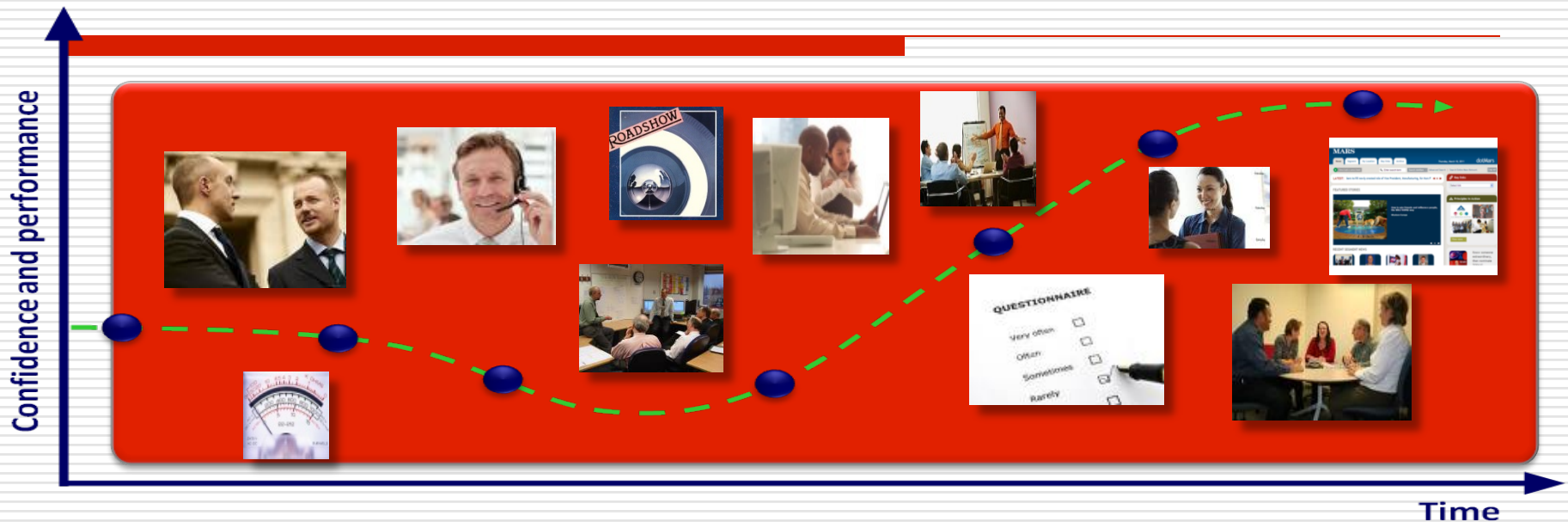
- Plan for success
- Focus on solutions

Stakeholder Engagement



- Open Minded
- Collaborative

Managing the Change Curve



*Introductory briefing for all users
email, intranet, posters*

Cascade briefings through face to face team meetings and conference calls

Regular updates using a website, SharePoint

On going support for key user groups: managed discussion forums, knowledge share

Roadshows, visits to main locations

Training, support materials

Targeted one-to-one interventions with senior stakeholders

Temperature check

Demonstrations and simulations

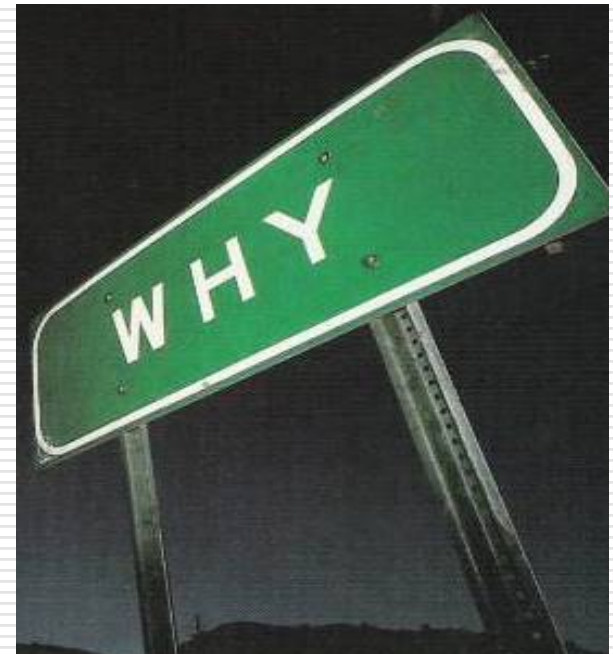
Readiness assessment

Targeted one-to-one interventions with senior stakeholders

Relationship Management



Communications



Conclusion



- Friends
- Empathy
- Smile