



## PMO Local Interest Group Meeting Summary

### Topic: Getting Your PMO to Succeed – Focus on Communication

#### PMO Success Factors

1. Executive support and sponsorship
2. Communicate the PMO's mission, objectives and key initiatives
3. Communicate long-term strategy and evolution of PMO
4. Continuously educate/market PMO to stakeholders and customers
5. Establish/maintain credibility with peers
6. Demonstrate value and benefits achieved

#### Communication

1. Who
  - a. Know your audience - C-Level, Business Unit or Department and make communication more brief as you go up the hierarchy
  - b. People should know what to expect
2. What
  - a. Be brief – avoid information overload
  - b. Focus on decisions needed, adding value and WIIFM – What's in it for me
  - c. Focus on issues
  - d. Flexibility of rules/guidelines based on projects
  - e. Be fluent in the language of the organization
3. Goals: Governance, Portfolio, Standards, Reference, Support
4. When
  - a. Scheduled Project Assessments - Not Just Crisis Management
  - b. Preliminary reports help if timing is an issue
5. How
  - a. One size does NOT fit all
  - b. Branding the PMO – Define PMO in a Sound Bite
  - c. Communication Plan – categorization, identify communications to each category and schedule meetings at the right level.
  - d. Ongoing communication based on communication plan
  - e. Lunch and Learn meetings
6. Celebrate success, including intermediate goals

#### Future Topics – Target Dates

1. Portfolio Management - January
2. Marketing the PMO - February
3. Please send additional topics to [DaveMorgen@aol.com](mailto:DaveMorgen@aol.com)

#### Resources

- Oregon PMO: <http://egov.oregon.gov/DHS/admin/pmo/>
- Article: *Why PMOs Fail (and How to Make Yours Succeed!)* by Daniel Tousignant, PMP, and Thomas Reddington, PMP: [www.epmci.com/Why PMOs Fail.pdf](http://www.epmci.com/Why_PMOs_Fail.pdf)
- From PMI's PMOSIG: Developing a Project Management Office: [http://f3.grp.yahooofs.com/v1/AJKEQxMAGcMTnRsZftTszBNxryeXP4pZpWgNfFjpAhcAMkbsaCS\\_VytP3XdJLwLG\\_uEJaXPKtk1LrAJy\\_QurcMB88Xyk3w/PMO%20Development.pdf](http://f3.grp.yahooofs.com/v1/AJKEQxMAGcMTnRsZftTszBNxryeXP4pZpWgNfFjpAhcAMkbsaCS_VytP3XdJLwLG_uEJaXPKtk1LrAJy_QurcMB88Xyk3w/PMO%20Development.pdf)
- Articles about PMOs from Chief Project Officer Magazine : [http://www.chiefprojectofficer.com/article\\_index.php](http://www.chiefprojectofficer.com/article_index.php)