



PMO Community of Practice March 2019 Meeting Summary

Header (Required)

Title: Thin Skin - Thick Skin

Brief description: When to be sensitive and when to keep cool

Learning objectives: Sharing experiences about what works and what does not work with people who are very sensitive to perceived insults or people who may have done something potentially infuriating to you that you could react to or let go.

PDU Amount: 1 PDU

PDU Allocation: 1 Leadership

Technical Domains

** Note: Technical PDUs must be within the specific technical domains of: portfolio management, business analysis, agile, risk, and scheduling*

Member Discussion Topic 3/13/19: Thick and Thin Skinned Project Management

Senior positions:

- Don't necessarily produce, They pass it on/delegate.
- "They don't know their world".

Project Managers:

- Can get disrespected - How to react?
- Address issue.
- Schedule a meeting
- Can you cause a reaction?
 - Execs can be prim donnas
- PM self security - shows how people react, their brazenness, and interactions with execs.

Thicker skinned:

- Off hour meetings.
- Saying thank you.
- Showing respect.
- Doing what it takes to get on their good side.
- Avoiding them "Needling".
- Not insulted easily.
- Offers the benefit of the doubt.
- Trying to get things done.

Thin skinned:

- Nickel and dime issues, "Could you", "Can you", etc...
- Easily insulted
- "I made the decision"
- Stir up the soup, good with a "Joke of the day" in a stand up.



- For a PM, it can be viewed as escalating to execs to get direction, versus standing on their own feet to get things done.

What defines an emergency -

- Matters much to thin,
- Taken head on by thick.

Next Meeting

Next meeting is Tuesday, April 9, 2019

Participants: Adella Rosenthal, David Morgen, John Grazier, Michael Deacy, Ray Francis, Richard Loeb, T. T. Ruwan Fonseka

Chair: David Morgen, PMP
Scribe: Richard Loeb, PMP