Running Case

Several issues have arisen on the Recreation and Wellness Intranet Project. The person from the HR department supporting the project left the company, and the team really needs more support from that group. One of the members of the user group supporting the project is extremely vocal and hard to work with, and other users can hardly get a word in at meetings. The project manager, Tony, is getting weekly status reports from all of his team members, but many of them do not address challenges people are obviously facing. The team is having difficulties deciding how to communicate various project reports and documents and where to store all of the information being generated. Recall that the team members include you, a programmer/analyst and aspiring project manager; Patrick, a network specialist; Nancy, a business analyst; and Bonnie, another programmer/analyst.

1. Create a stakeholder management strategy for the project. Include at least four stakeholders. Be creative in developing potential management strategies.
2. Prepare a project communications management plan to address some of the challenges mentioned in #1.
3. Prepare a template and sample of a good weekly progress report that could be used for this project. Include a list of tips to help team members provide information on these reports.
4. Write a one-page paper describing two suggested approaches to managing the conflict presented by the hard-to-work-with user.

Companion Web Site

Visit the companion Web site for this text (www.cengage.com/mis/schwabbe) to access:

- References cited in the text and additional suggested readings for each chapter
- Template files
- Lecture notes
- Interactive quizzes
- Podcasts
- Links to general project management Web sites
- And more

See the Preface of this text for additional information on accessing the companion Web site.

Key Terms

- blogs — easy to use journals on the Web that allow users to write entries, create links, and upload pictures, while readers can post comments to journal entries
- collaborating mode — a conflict-handling mode where decision makers incorporate different viewpoints and insights to develop consensus and commitment
- communications management plan — a document that guides project communications
- compromise mode — using a give-and-take approach to resolving conflicts; bargaining and searching for solutions that bring some degree of satisfaction to all the parties in a dispute