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Mid Exam

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Question no 01

What are Interpersonal Skills and Training?

[Answer to the question no 01](#)

Interpersonal skills are the behaviors and tactics a person uses to interact with others effectively. People use interpersonal skills all the time when dealing with others, whether in the workplace, in social situations, or within a family.

Interpersonal skills include communication skills, conflict management, relationship management skills, dealing with difficult people training, and Active Listening skills.

The Importance of Interpersonal Skills and Why They Matter

The world and workplace are such that no matter what sized company or business we run or work in (or even if we work from home), we inevitably have to deal with other people.

We have to communicate, work with and interact with colleagues, other departments, customers in person or on the phone and so on. Interacting with other people is unavoidable. These people's interactions become vitally important in the workplace because they begin to dictate how smoothly and efficiently the workplace runs. Let me explain with an example:

Example Scenario: The Minor Conflict that Escalates

Two colleagues can easily have a minor misunderstanding with each other and this might lead to a small agitation or sense of distrust between them.

This situation then left alone might, at a later time, turn into a bigger conflict between the two colleagues.

This can then turn into a situation that draws in colleagues into the conflict and divides the workforce. Or the conflict may cause issues and a lot of wasted time in meetings.

Such a scenario is surprisingly common and the act of learning how to be an active listener (see active listening) can be enough to make a big difference. If one or both colleagues had been trained in active listening skills the issue may not have started.

Likewise, if their manager had been trained in **Conflict and Resolution Management** then this situation might have been avoided.

Some Examples of Interpersonal Communication

- Phone Calls. In 1876, Alexander Graham Bell, one of the inventors of the telephone uttered the first words ever transmitted over the line. ...
- Meetings. ...

- Presentations. ...
- Emails and Texting.

Interpersonal Skills Training gives the skills that are needed to build and foster empowering relationships. Keeping positive interpersonal relations with colleagues ensures that an environment of productivity and success at work is created.

On an individual level, interpersonal skills are about your relationships with people, including how well you interact with others. From a job or managerial perspective, interpersonal skills are often a key way for how you get measured and/or get things done.

One of the most effective ways to improve your interpersonal skills is to imagine how you would like to be treated by others. For instance, do you listen well, and are you attentive, with good eye contact, while others are speaking?

From a manager's perspective, good interpersonal skills make your direct reports more inclined to buy in and commit to you and your teams goals.

How To Improve Interpersonal Skills

There are numerous ways to improve your interpersonal and people management skills, but probably none better than with some of our training courses. Below is just some of what you will learn by attending one of our interpersonal and people management skills training courses:

- How to handle a coworker who is too competitive
- How to handle someone who wants to get "too personal"
- What to do when people make promises you suspect they won't keep
- What to do when someone - even a boss - starts yelling
- What to do when someone takes credit for your idea
- How to determine if a difficult relationship is worth salvaging, and what to do if it isn't
- The best way to get someone to stop holding a grudge
- Handling the person who says one thing to you but the opposite to someone else
- When and how to go over someone's head to a superior
- Dealing with touchy people who take things personally
- The single best response to sarcasm
- Essential techniques for mentoring employees that keep high achievers enthused, challenged, and interested
- How to help the high achiever without alienating the team or "playing favorites"
- Strategies for successfully mentoring employees: incentives to offer when you can't give raises or promotions
- When to attempt employee counseling, and when to leave it to professionals

Question no 02

What are the 5 types of development project?

Answer to the question no 02

Development Project means any project undertaken for the purpose of development. "Development project" includes a project involving the issuance of a permit for construction or reconstruction, but not a permit to operate.

Development projects are central to international development. They represent the mechanisms by which development goals become development impacts, and we may define them in that way, as organized means seeking to achieve specific development.

Project development follows the 5 stages of any project: initiation, planning, execution, control, and closing.

These processes have the following characteristics: (1) each project has a distinct process, (2) they are typically long-running—months or sometimes years, (3) segments of the process may be iterative, converging on a solution, (4) specification changes may be common, resulting in rework, and (5) resource allocation.

These five types of development projects are the following:

- (1) research and development,
- (2) breakthrough,
- (3) platform,
- (4) derivative, and
- (5) alliances and partnerships.

Each project type has a different role, requires different levels and mixes of resources, and generates very different results.

Enhancements, Hybrids or Derivative Projects

These projects are sustaining projects aimed at improving an existing product or process for known customers. They involve changes to existing products or processes but usually not both. These projects usually require fewer resources than projects that break new ground.

Platform or Next-Generation Projects

These projects involve significant change in either processes, or products, or both. More importantly, they provide a base for a product and process family that can be leveraged over

several years. They require more resources than derivatives. These are beach head projects that need to focus on the total service picture. Platform projects must establish a product and a process with three essential characteristics:

1. Core performance capabilities that match primary needs.
2. Support of an entire product/process generation. The platforms can be expanded and enhanced through the addition or removal of features, thus creating a product family. The platforms must be adaptable and expandable. This is achieved through the architecture of the platform.
3. A link to previous and future generations. Platforms provide migration paths for customers.

Breakthrough Projects

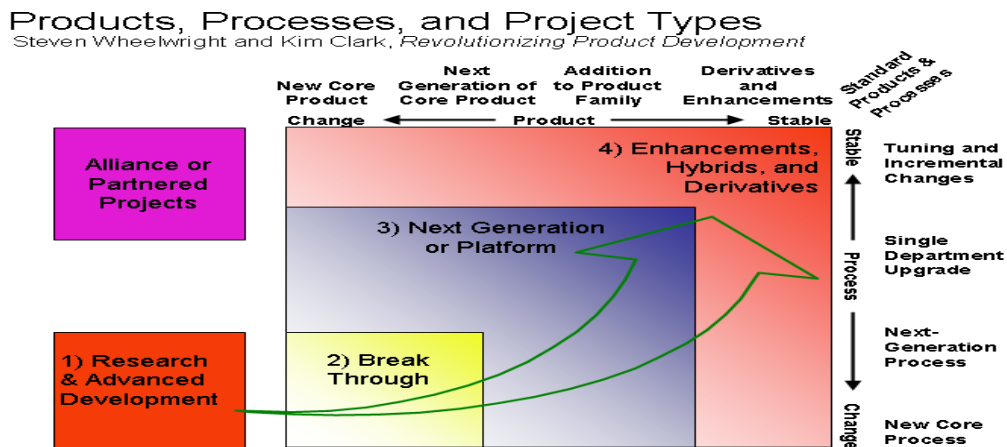
These projects establish new core products and new core processes. They may create a whole new product category for a business. Many times these projects focus on products, but they also involve significant process development, indeed, the process is likely to be critical to the success of the project.

Research and Advanced Development Projects

The focus of research and development is the creation of knowledge know-how and know-why as a precursor to inclusion in mainline processes or products. Typically R&D is conducted in a separate group staffed with a separate set of people.

Alliance or Partnered Projects

Any type of project can be approached using partnerships, but this introduces considerable complexity and difficulties. It also requires different management approaches and significant leadership that many people do not have much experience with.



Question no 04

What is a project and What is project Management?

Answer to the question no 04

A project is defined as a sequence of tasks that must be completed to attain a certain outcome. According to the Project Management Institute (PMI), the term Project refers to "any temporary endeavor with a definite beginning and end". Depending on its complexity, it can be managed by a single person or hundreds.

A project is a set of tasks that must be completed within a defined timeline to accomplish a specific set of goals. These tasks are completed by a group of people known as the project team, which is led by a project manager, who oversees the planning, scheduling, tracking and successful completion of projects.

Besides the project team, projects require resources such as labor, materials and equipment. Organizations and individuals manage projects with a wide range of objectives. These can take many forms, from constructing a building to planning an event and even completing a certain duty. Retailers, for example, may pursue projects that improve the way they track order fulfillment. Construction teams complete projects any time they plan and build something—and so on!

Types of Projects

The nature of a project, its features, characteristics, and size decide the course of action for its fulfillment. It is the customer, contractor, and project management team that has to work in tandem with each other to see the project to its desired conclusion. The customer specifications and the consequent management strategy differ for every project and its type. There are four types of projects demanding different approaches. These are:

1. Traditional Projects
2. Agile Projects
3. Agency Projects
4. Remote Projects

Nature of Projects

A project can only be managed well if the nature of the project is clearly understood by the project manager. A project has commonly been defined as a unique, temporary, multidisciplinary effort by an organization toward creating an output within a framework of checks and balances. When talking about the nature of a project, the three qualities that stand out are uniqueness, temporary nature, and its aim to create output/deliverables.

1. Unique

Every project is unique. No project can be executed on the lines of previous projects. Even the algorithm in which the project is carried out would be new and exclusive to the demands of the project.

2. Temporary

The temporary nature of the project is such because it is bound within two boundaries; a beginning and an end. The beginning is all about a project taking off and going through various stages to reach the end.

3. Creating Output

Every time a project comes into being, it is for the specific purpose of achieving or delivering a desired outcome. This outcome could be of a tangible or intangible nature. A product is tangible, and a service is intangible.

4. Big Project

A Big Project/small project will also contribute to deciding the nature of the project. Under its unique and temporary character, we have to refer to its size. Project sizing is a part of project management that estimates the measure of resources and practices to be applied in executing a project.

5. Small Project

These are projects that have shorter timelines, are relatively less costly, and have fewer resources deployed for their execution. In short, every determinant of a project size is slightly shrunk.

Project management is the application of processes, methods, skills, knowledge and experience to achieve specific project objectives according to the project acceptance criteria within agreed parameters. Project management has final deliverables that are constrained to a finite timescale and budget.

The objective of project management is to produce a complete project which complies with the client's objectives. In many cases, the objective of project management is also to shape or reform the client's brief to feasibly address the client's objectives. Once the client's objectives are clearly established, they should influence all decisions made by other people involved in the project – for example, project managers, designers, contractors, and subcontractors. Ill-defined or too tightly prescribed project management objectives are detrimental to decision-making.

A project is a temporary and unique endeavor designed to produce a product, service, or result with a defined beginning and end (usually time-constrained, and often constrained by funding or staffing) undertaken to meet unique goals and objectives, typically to bring about beneficial change or added value. The temporary nature of projects stands in contrast with business as usual (or operations), which are repetitive, permanent, or semi-permanent functional activities to produce products or services

Many types of project management have been developed to meet the specific needs of certain industries or types of projects. Three of those types are waterfall, agile, and lean.

Waterfall Project Management

This is similar to traditional project management but includes the caveat that each task needs to be completed before the next one starts. Steps are linear and progress flows in one direction—like a waterfall. Because of this, attention to task sequences and timelines is very important in this type of project management. Often, the size of the team working on the project will grow as smaller tasks are completed and larger tasks begin.

Agile Project Management

The computer software industry was one of the first to use this methodology. With the basis originating in the 12 core principles of the Agile Manifesto, agile project management is an iterative process focused on the continuous monitoring and improvement of deliverables.¹ At its core, high-quality deliverables are a result of providing customer value, team interactions, and adapting to current business circumstances.

Agile project management does not follow a sequential stage-by-stage approach. Instead, phases of the project are completed in parallel to each other by various team members in an organization. This approach can find and rectify errors without having to restart the entire procedure.

Lean Project Management

This methodology is all about avoiding waste, both of time and of resources. The main idea is to create more value for customers with fewer resources. When managing a project with this approach, the goal is similar to that of the lean enterprise production principle. The only resources that will be used on the project are those that directly contribute to its successful completion.

There are many more methodologies and types of project management than listed here, but these are some of the most common. The type used depends on the preference of the project manager or the company whose project is being managed.

Example of Project Management

Let's say a project manager is tasked with leading a team to develop software products. They begin by identifying the scope of the project. They then assign tasks to the project team, which can include developers, engineers, technical writers, and quality assurance specialists. The project manager creates a schedule and sets deadlines.

Often, a project manager will use visual representations of workflow, such as Gantt charts or PERT charts, to determine which tasks are to be completed by which departments. They set a budget that includes sufficient funds to keep the project within budget even in the face of unexpected contingencies. The project manager also makes sure the team has the resources it needs to build, test, and deploy a software product.

Question no 05

What is the role of a project manager?

Answer to the question no 05

A project manager is a professional who organizes, plans, and executes projects while working within restraints like budgets and schedules. Project managers lead entire teams, define project goals, communicate with stakeholders, and see a project through to its closure.

A project manager is the person responsible for accomplishing the project objectives. Key project management responsibilities include

- defining and communicating project objectives that are clear, useful and attainable
- procuring the project requirements like workforce, required information, various agreements and material or technology needed to accomplish project objectives
- managing the constraints of the project management triangle, which are cost, time, scope and quality

A project manager is a client representative and has to determine and implement the exact needs of the client, based on knowledge of the organization they are representing.

“Being a Project Manager is like being an artist, you have the different colored process streams combining into a work of art.” – Greg Cimmarrusti

Project Manager Roles and Responsibilities

Roles define what you need to do for the project. These roles define how you relate yourself to your team members and customers. Responsibilities are further dependent on your role.

Key roles and responsibilities of a project manager :



1. Make coordination with the team

Let's take an example of a website-building company. You will first start by making a bigger picture of the major attributes to which your company contributes. This primarily depends on your customers or the niche in which your business serves.

Defining the role of HR would be limited to hiring and other practices related to administration. Similarly, developers would focus on coding and developing websites.

However, as a project manager, your role would be the center to hold the entire project together. Ensuring enough manpower and resources, and conveying task details to individual team members are all roles of a project manager.

2. Keeping the team close-knit

Focus on building a team that 'works together'. Start by defining primary roles for the departments. To simplify this process, define goals! When you know what your goals are, you will be able to define roles for each department with ease.

With clearly defined roles, maintaining harmony in the team and fostering trust within its people is the next process so that everyone can achieve more and achieve fast.

For this, you need to ensure that:

- Every member of your team gets regular feedback.
- Everyone understands their individual tasks.
- Everyone communicates well.
- The team has enough resources and **tools for effective collaboration.**

3. Delegating work effectively

As a project manager, it becomes critical to delegate tasks to your team members effectively. It is a leadership style that every project manager has to learn and adapt. You should not misuse this responsibility by blaming or degrading your team members.

4. Employee feedback

Of all the roles you are involved in as a project manager, gathering employee feedback plays the most crucial role. As the project progresses, it is essential to review the performance of your team members.

It is obvious that over the course of the project, the roles of different individuals may change. Therefore, such reviews will help in providing feedback to your team members about updates.

It is important to note here, that the objectives of the company might not have changed, but the way to reach there would have. This is the reason why you need to be in close proximity to your team at all times.

Question no 03

What are the core functions knowledge areas?

[Answer to the question no 03](#)

Effective project management requires planning, communication, and task management. But do you know all the main project management knowledge areas and how they work together?

These 10 project management knowledge areas will provide you with the essential information and skillsets you need to run smoother projects, delight your stakeholders, and fight fewer fires.

In this 10-knowledge area guide for project management you will discover,

Below the 10 knowledge areas of project management at a high level, along with a few of the process groups or action items associated with each of them.

1. Project integration management.

Project integration management is the umbrella that covers all other project management knowledge areas. It knits together individual processes and tasks into one project with defined goals and deliverables.

2. Project scope management.

How many times have you started a project just to have extraneous tasks slipped in, making your completion times creep up? This is why project scope must be well-defined and defended throughout the process.

3. Project time management.

Nearly all projects rely on several different timelines and the schedules of multiple people. Some team members may overestimate how much time it will take to complete a project in order to leave a cushion and not feel hurried.

4. Project cost management.

With or without a budget, your project will cost money. Keeping costs low, or at least at an expected or reasonable level, is a fundamental part of showing ROI on a project. After all, if you can't definitively lay out how much a project will cost, how will you be able to quantify if you've made any money?

5. Project quality management.

In project management, quality isn't the same as perfection. It's not practical to spend the time and resources to take a project to perfection — and in many cases, that's not even attainable. The goal of project quality management is to achieve consistency across your projects.

6. Project resource management.

Working with people is part of the reason you signed up for project management, right? One of the most rewarding parts of this process is creating teams that click and helping individual team members grow and learn new tasks. That's why this project management knowledge area is more than just setting schedules and assigning tasks.

7. Project communications management.

How many times have you heard the phrase: "Keep me in the loop?" And yet, when changes happen, maybe important stakeholders were left out?

There is a fine line between under and over communication. Your communications management plan is crucial to help identify who needs to know what and when before your project starts.

8. Project risk management.

The truth is that no project goes off without a hitch. And it's unrealistic to look at a project and assume everything will go smoothly.

9. Project procurement management.

In some cases or areas of a project, you won't have the resources or team members in-house to complete a task. If you hire contractors or vendors to take on certain tasks, you'll want them to seamlessly integrate into the team.

10. Stakeholder project management.

Ultimately, the success or failure of a project depends on the delivery of your project to the stakeholders.

Stakeholders include not only the project requester, but also team members who have worked on the project, contractors, suppliers, customers or the public, and many other people internal and external to the organization. Not all stakeholders are equal in the eyes of the project.