



DeCISion



A publication of CIS Pty Ltd

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Welcome to the December Issue!

Dear Valued Readers,

Welcome to the final edition of DeCISion for 2011!!

In this issue of DeCISion we will be hearing from Project Performance Coach, Russell Scott, who has presented a thought-inspiring piece on the power of positive thinking and how directing one's focus away from the negatives at work and towards the positives can influence corporate success.

With the festive season well and truly upon us the team here at CIS would like to wish you and your family a very Merry Christmas and a safe and prosperous New Year.

We hope you enjoy this edition of DeCISion, and have a relaxing break over the holiday season. We look forward to seeing you all again in February.

Happy reading,

Candice Charlesworth and the team at CIS.

Inside the December Issue:

<p>"Focus on Creating Unlimited Success"</p>	<p>1&2</p>
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"Focus on Creating Unlimited Success"

Written by Russell Scott

They say that good things come to those who wait. Do you believe that? Do your teams believe it? How effective is 'waiting' as a strategy for

conducting successful projects? How are the beliefs and values of your teams influencing their outcomes? Their decision making? How much are your teams focussing on what you want them to - on how to undertake your projects more successfully? What do your teams believe is possible in terms of their success? How are you managing those beliefs? How much control are you allowing others to have over the level of your teams' performance?

We all know that ICT projects present challenges. Gartner Group studies have suggested that 75% of all US IT projects are considered to be failures, missing deadlines, exceeding budgets and not doing what was agreed upon with their sponsors. If we believe this to be true for the future, how successful will our projects be?

I recently noticed a TV current affairs story about the country's worst drivers. The TV networks only screen shows they believe loads of people will watch, so why had they chosen to screen this story? People watch the show, see all these examples of poor driving, and they know they are far better drivers than the examples on the screen. By the end of the show, the viewers feel validated about how well they drive and feel pretty good about themselves. They know they don't need to change, and they know that channel is worth watching again. Success for the TV network. Since the viewers also know that there are many

others out there who drive much worse than they do, they might even think that even if their driving got a bit worse they would still be better than most.



But what if you wanted people to be better drivers? What sort of TV show would you have them watch? Would you show them examples of better driving (a little better than they currently do), maybe some examples of best practice driving (so they know what is really possible). Would you help them see the benefits that better drivers receive? In a motor racing context, the better drivers get better opportunities, more races, drive better vehicles, receive higher pay, more recognition, can teach others how to do it, etc.

In your business, what channel are your teams watching? The stories about the world's worst ICT project disasters or the shows about the better, more successful ICT projects? Who else is influencing what they watch? If you had a set of scales and on one side were all of the successful projects and

practices your teams are aware of, and on the other side were all of the projects and practices that have room for improvement, what would the scales be like? How much are others putting on these scales? How much are you?

People only consciously notice a fraction of what they are exposed to on a daily basis. To avoid sensory overload, the brain filters out the rest based on a range of factors including beliefs, values and focus. While your ability to restrict what your teams may be exposed to may be limited, by influencing their beliefs you can affect what your teams will notice. When your teams believe that better things are achievable, and focus on successful examples, what does that do to their standards and expectations?

CIS Staff Member of the Month

Awarded to:

Merzan Aliu

Title:

Web Administrator

Client Site:

CIS

Awarded for:

His constant reliability, responsiveness and ability to see all tasks thorough to completion



I ask you now to write two lists of projects. (You don't have to show anyone, but it is important to actually write it down). These can be projects from anywhere, but it is best if they are from your business. Firstly, write a list of the first seven successful ICT projects that come to mind. Now write a list of the first seven poorly performing projects that come to mind. Cover the lists and reflect upon the effort it took for you to write each list. If you are like most people, you would have found it far easier to think of poorly performing projects than successful ones. So why do you think that is?

In relation to your list of successful ICT projects, how much do your teams know about these projects? Are they household names? Do your teams know people who worked on these projects, and spend time around the coffee machine reflecting on what was so great about those projects, and how they are looking forwards to their current project being even more successful?

Does your business publicly recognise your best projects and project teams? We all know how important it is to acknowledge people for doing something right, to celebrate our successes, to give the well-deserved pat on the back (though do we DO it as often as we should?). Some years ago I was working with a large organisation that had a plaque in the front office listing the Projects of the Year. I asked what it was that made those projects such a success. I asked how the organisation shared the good practices of those projects, the 'lessons learned', what has the organisation done to ensure that all of their other projects can be run more successfully, more like the awarded projects. I have not yet received an answer.

Your team will be exposed to information from various sources about projects that perform poorly, whether it is from the mass media, peers, etc. Your team will also receive messages from you about project performance, in a variety of different forms, such as information bulletins, posters, briefings, silences (what you are not telling them), etc. They will hear from others about successful projects and high performing teams. Some of this will be when their colleagues in other businesses are chatting about how good it is over there, and before you know it your team members are actually working

in the highly successful projects; just no longer working for you.

Russell has very generously donated his fee for authoring this edition of DeCISion to Beyond Blue. For more information on this fantastic charity and all the inspiring work they do go to their website:
www.beyondblue.org.au

So have you been deciding to let your team watch whatever they want? Or were you deciding to choose the channel your team will watch? How were you influencing where your team focuses, in relation to project performance? How were you showing your teams examples of how their colleagues are doing it better? How were you showing them specific things they can do differently so they can improve their outcomes too? If you are satisfied with your performance right now, and choose to change nothing, do you think your teams' performance will get better, stay the same or get worse over time? What about the performance of your competitors? If you are the leader of the pack, the best performing business in your sector, if nothing changes, do you think you will stay in the lead? As Ray Kroc (McDonalds) said, you are either green and growing or ripe and rotting.

So what will you change that will enhance the beliefs and focus of your teams to enable them to effortlessly and easily become even more successful right now? And what other beliefs will you notice in your teams in the weeks to come that you can resourcefully manage for mutual success?

"In the hope of reaching the moon, we fail to see the flowers that blossom at our feet".

Albert Schweitzer