

# PROJECT MANAGEMENT TOOLKIT

## Envision it

Build the business case

- [Problem framing](#) – Explore the problem space and its affect on the service/patients
- [Customer interview](#) – The ultimate empathy-builder

Form the project team

- [Working agreements](#) – Establish the project team's social contract
- [Health monitor](#) – The team's self-assessment of strength and risk areas
- [Project kick off](#) – Build a shared understanding of the project's main objective, scope, value, timing, and decision ownership
- [DACI decision-making framework](#) – Understand who's accountable for specific decisions, and what role the rest of the team will play

Define “success”

- [Goals, signals, measures](#) – Set goals as a team and agree on how you'll measure progress

Brainstorm solutions

- [Disrupt](#) – Generate a long list of great ideas in a short time
- [Mindmapping](#) – Explore different facets of a problem, and organise your ideas
- [Idea and Concept development](#) – process to help groups generate ideas

Prototype and test

- [End-to-end demo](#) – Visualise your idea so it's easy to get feedback

## Plan it

Nail down the project's scope

- [Team Gantt](#) – free online software to map project plan using gantt charts
- [Excel Gantt Chart](#) – download a free, Excel template from Team Gantt
- [Trello](#) – free online software to map project plan using KanBan boards
- [Journey mapping](#) – Understand the existing journey so you can build a better experience
- [Trade-off sliders](#) – Create sliding scales to show how important each metric is and agree on what you should prioritise

## Understand and manage dependencies

- [Roles and responsibilities](#) – Define each person’s role on the project, and what’s needed of them so the team can be successful

## Anticipate and mitigate risks

- [Pre-mortem](#) – Imagine what could go wrong, and make plans to prevent them

## Make a communications plan

- [Stand-ups](#) – A daily opportunity for your team to share the status of work in progress and discuss blockers
- [Project poster](#) – An easy way to share your goals, status, and schedule

# Execute it

## Work iteratively

- [Sprint planning](#) – Plan the next 1-2 weeks based on what’s highest priority
- [Retrospectives](#) – Provide a safe space for the team to reflect on and share what works well (and what doesn’t!) so you can improve

## Test and incorporate feedback

- [Sparring](#) – Let others challenge your own ideas and inspire new ones

# Deliver it

## Do a project retrospective

- [Retrospectives](#) – Reflect on and discuss what works well (and what doesn’t!) so you can improve. Mistakes are ok if you learn from them
- [Individual reflection](#) – undertake this process to develop a deeper understanding of yourself as a leader, post project.

# Improve it

## Your project hasn’t worked, and you don’t know why

- [Empathy mapping](#) – Pair your quantitative data with your knowledge to understand how others think and feel about the project
- [Customer interview](#) – The ultimate empathy-builder