

30¹⁹⁸⁵⁻²⁰¹⁵ years



HARD NEWS from the ROC

A publication of the Rochester Chapter of the Project Management Institute

Volume 2 Issue 2 Spring 2015

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GET INVOLVED

VOLUNTEER

HAVE FUN

NETWORK

CONNECT

LEARN

PMI ROC

MESSAGE from the President

By Brian Gregory, PMP

PMI ROC President

president@pmirochester.org

Serving Our Great Chapter

Greetings to all and Happy Spring!

Throughout my career I have been blessed with the opportunity to work with a handful of mentors who have guided me in a direction to be successful; some have been co-workers and others managers. In looking back on the lessons I've learned there is one common theme; that we, as leaders, have an obligation to serve others whether it be our teams, our peers, our leaders or the community at large. And it is through serving others that I have grown as a professional and as a person.

As we move into Spring we will begin the elections process for the PMI Rochester Board. The open positions will be in effect for a two-year term spanning 2016-2018. Serving on the PMI Rochester Board is an excellent opportunity to experience growth in your professional career by leveraging your experiences to advance a growing 700 member chapter. The positions up for election in this year:

- Executive Vice President*
- Vice President, Membership*
- Vice President, Professional Development Day (PDD)
- Vice President, Ithaca Branch
- Vice President, Outreach (new position)

To be eligible to run in the election you must be:

- A PMI and PMI Rochester chapter member in good standing;
- Willing to commit to a two-year term; and
- Actively involved in the chapter as a Manager or Director for a minimum of 4 months in the last year.

* For the Executive Vice President and President roles, you must be an active board member within the past two years.

Roles and Responsibilities for each position are available at:

[http://pmirochester.org/content.php?page=Board of Director Roles Responsibilities](http://pmirochester.org/content.php?page=Board_of_Director_Roles_Responsibilities)

Additional information on the Chapter's election policy can be found on our website in the Governance Documents section found under the Resources tab.

[http://pmirochester.org/content.php?page=Governance Documents](http://pmirochester.org/content.php?page=Governance_Documents)

Serving others is rewarding on many levels and helps leaders grow both professionally and personally. I would encourage each of you to consider volunteering for this great chapter in a manner that makes sense to you and would ask that you consider serving on the board for the Rochester PMI Chapter.

Have a great Spring (whenever it decides to get here)!



2015 ELECTION SCHEDULE

Date	Activity
April 28	Board of Election Nominations Open
May 29	Closing of Nominations
June 28	Elections Open
July 12	Elections Close
July 15	Elections Results Announced
September 1	New Board Members Take Roles

NEWS from Ithaca

By Dina Maxwell, PMP
PMI VP of the Ithaca Branch



Is it spring YET???? We just had a great presentation from Dawn White of Corning, Inc. on March 19 back in Ithaca. We are looking forward to an Agile presentation over lunch from Mike Ryan on April 16. He will also be presenting at Rochester's Volunteer Event that evening.

Just last month, long-time volunteer and founding member of the Ithaca Branch, Lisa Stensland, stepped down from the board. Lisa has held the position of Special Interest Group (SIG) lead, VP of Ithaca, and Director of Communications. We will miss her steady presence on the board! This means the Director of Communication position is open. Please consider giving your time and talents to PMI! If you are interested in this position, please email me: ithaca@pmirochester.org.

PMI ROCHESTER Milestone Scholarship

PMI has initiated the Chapter Milestone Scholarship program to celebrate significant chapter milestones (30th, 35th, and 40th). These significant milestones are proof of the dedication that the chapter volunteers have given to the project management profession. This professional development scholarship will enable the chapter to support the continuing education of project management practitioners as well as to promote lifelong learning that advances knowledge of the field.

The PMI Rochester Milestone Scholarship is a professional development scholarship administered by the PMI Educational Foundation (PMIEF) **Scholarships, Grants & Awards Program** in honor of the chapter achieving its 30th anniversary. PMIEF is a charitable nonprofit organization leveraging *project management for social good®*.

Please find additional information below:

Applications are due by 31 July. In order to be considered eligible for a scholarship, applicants must specify a project management course that is either stand-alone or as part of a certificate or certification program. Applicants will be evaluated with the following order of priority:

- 1st priority: must be a member of the PMI Rochester in good standing
- 2nd priority: must live in the area that the PMI Rochester serves

An external panel of judges will review applications to determine scholarship recipients.

For more information and to apply online, visit the PMIEF website:

<http://pmief.org/scholarships-grants-and-awards/scholarships/pmi-rochester-chapter-milestone-scholarship>.

Please forward all questions regarding the scholarship and the application process to the PMI Educational Foundation at pmief@pmi.org.



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Email: pmief@pmi.org • Internet: PMIEF.org

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FEATURE:

Two Great Tips to Help Make You More Successful



By Dave Sherman
Commercial Event Photographer and Head Shot Expert
Keynote Speaker: PMI ROC PDD 2015

TIP #1

When you walk into a networking function, how do you normally feel? Is your stomach in knots? Are your palms sweaty? Do you wish you could stay outside? Do you feel stressed, nervous, apprehensive, or worse?

If you answered yes to any of these questions, I strongly encourage you to take three deep breaths and CHILL OUT! Networking is not meant to be a high stress activity. It is a way for you to have the chance to talk to potential new friends and business acquaintances. You might meet that next huge client, find your next great employee, or land that dream job.

However, if after reading this column, your stomach is still in knots, your palms are still sweaty, and you still wish you could stay outside, maybe networking just isn't for you. Life is too short to do things you don't like to do. Remind yourself that this isn't life and death--it's just another part of doing business.

TIP #2

Always keep a great attitude about life. A positive attitude can lead to positive behavior and create success. An upbeat, positive person draws other people like a magnet. After all, who would you rather be around -- someone who is strong and motivated, with the confidence to keep moving forward, or someone who stays stuck in one place, thinking of reasons why things don't seem to happen? It's no contest! Attitude will make everything you do work. Without it, you don't stand a chance.

You must walk into a networking session believing you will succeed. You must know, at the bottom of your heart that you cannot fail, because if you think you might, you certainly will.

The way you think, day in and day out, affects all aspects of your life. Learn to listen to your internal dialogue. How might your thought patterns affect the way you handle stressful situations? If thoughts like, "I could never do that," or "What if I fail?," are present (like they are for most people), they can seriously impact your behavior, and in turn, every aspect of your life. If this is the case for you, you can change your internal dialogue.

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FEATURE:

Two Great Tips to Help Make You More Successful

By Dave Sherman

Commercial Event Photographer and Head Shot Expert

Keynote Speaker: PMI ROC PDD 2015

Try the Following Visualization Exercises:

VISUALIZE SUCCESS

- Picture a successful outcome to your goal or problem. What will you have, or be able to do?
- Bring this picture to mind whenever you encounter a setback, or feel concerned about your success.

CONTROL YOUR INNER VOICE

If you tell yourself you cannot do something, you set yourself up for failure. Counteract negative thoughts with positive thoughts such as, "I can and will do this with a little more practice."

REWARD A JOB WELL DONE

Reward yourself when you know you've done your best. A reward is positive reinforcement for a job well done but remember to use rewards sparingly. Save them for those times when you really deserve them.

BE A POSITIVE LISTENER AND SPEAKER

- Be a positive with others and help yourself think more positively about your own challenges.
- Listen to your friends. If he or she is challenged by a project and you hear, "I can't do this," or "I will never understand," offer your friend positive reinforcement and suggestions. Tell your friend she would have a better chance of understanding the information by hiring a tutor, or setting up a strict study routine for the next week. (Thank you to the Academic Support Center, University of Mississippi)

I want you to walk in to your next networking session with the positive attitude that you can and will be a powerful networking professional. You will be a personal and professional resource for others and expect nothing in return. Here's to your success!

2015 Professional Development Day

Thursday, May 14

8:00 am - 5:00 pm

Radisson Hotel Rochester Riverside
Rochester, NY



Keynote Speakers:



[Mike Staver: Leadership Isn't for Cowards](#)



[Johnny Mo, PMP: Adding Inspiration](#)



[Dave Sherman: The Art of Schmoozing](#)

Special Guest:



[Ricardo Triana, PMP](#)

Track Speakers:

[Angelo Arcoleo, PMP: KISS - Keeping It Simple Scheduling - 4 Basic Steps to Project Planning](#)

[Alberto Dominguez, MSC, PMP, PMI-ACP: Getting More: Agility, Fragility, & Strategy](#)

[Brian Gregory, PMP: Brick by Brick ... Project Management Builds a Wall](#)

[G-FORCE Collaborations: Emotional Intelligence AT WORK™](#)

[Jessica Soroky: Leadership is a Choice](#)

Event is almost sold out!! Sign up today by visiting our website at: pmirochester.org > Events > PDD

\$260 PMI Rochester Members, \$320 Non-PMI Rochester Members

Includes: Registration Gift, Continental Breakfast, Lunch, Door Prizes, AND 8 PDU's for attending.

GOLD SPONSORS:



SILVER SPONSOR:



ASK Audra



By Audra Gavelis
PMI ROC Volunteer

With limited resources, how do I get my team to perform their required tasks? I issue an open task list every week - but it just seems to continue to grow each week versus actually getting things done.

Resource constraints are the one commonality across many different companies and industries. I have yet to meet someone who said "We have so many people ready to do things - we don't know what to do with them." In this type of environment it is critical that the project manager not just provide an open task list - but really helps the team members prioritize among the many different tasks. Remember, in many cases you are the center of the project who can see all the pieces coming together. Many of the team members only have a piece of it and are supporting multiple initiatives. Sometimes it is difficult for them to understand how their one little task could hold up the project moving forward.

I, personally, can not stand open task lists. I feel that they simply list a variety of items without setting the context of why it is needed and what the completion of that tasks leads to. One could argue that the Gantt chart would show that interdependency - which technically is correct - but depending on the detail of your Gantt chart and whether or not your team members really read it are big factors in how effectively it is used.

One recommendation is that instead of just an open task list - project managers try to provide a very brief summary of the activity that is trying to be accomplished, sets the context of why this particular task is important, and what it feeds into next.

For example, instead of:

Task	Who	When
Complete application development	John	April 21
Test Build	Sally	April 30
Fix Bugs	John	May 20
Release to production	Team	May 31

Continued on next page

ASK Audra

You could try expanding some of the shorter term tasks and format differently than a table so it is easier to read:

- Application must be released to production no later than May 31st. This is the #1 priority for the team!
 - John is almost complete with application development
 - ACTION: John to schedule meeting with Sally by April 19th to confirm status and discuss if any testing can be started ahead of time.
- Sally has indicated that she has a competing priority that is also due by the end of April.
 - ACTION: Julie (PM) to talk to Sally & John's functional managers by April 16th to confirm prioritization, resources, and commitment to hitting the above dates.

Although the second paragraph is similar to the table above - it explains the context of why these activities are so critical, as well as clarifies that this is the team's #1 priority. In addition - this meeting minutes format can easily be read by functional managers/stakeholders who can help support the overall prioritization and execution by supplying resources. Many times I have encountered resources who were distracted by functional managers with non-essential tasks. This type of communication has allowed an alignment on the key tasks, with all stakeholders, that need to be completed to move the project forward - rather than just checking off items on a to do list. As the project manager - it is up to you to help prioritize the activities for your team - rather than just list them out. In addition, most functional managers do not want to be seen as someone that is not supporting a critical deliverable to move the overall project forward and will help to prioritize within their own staff to get the job done!

About the Author

Audra Gavelis, PMP, has over 15 years program management and leadership experience in the areas of new product development, manufacturing operations, and global commercialization launches. She is passionate about organizational program management maturity and how to translate business strategy into reality using project management methodologies and growing the effectiveness of a business' most precious resources -its people.

If you have any questions for Audra for the next newsletter, please send them to AskAudra@pmirochester.org

WHO AM I: Alberto Dominguez

MSc, PMP, PMI-ACP

Interview by Savita Love
PMI ROC Director of Publications



What interested you in joining the Project Management Profession?

I used to be a coder, a software development engineer, using headphones and asking people not to bother me when coding. I used to be one of those guys that say that project managers are no other thing than a bureaucratic position, always on the phone using no other technological tool than spreadsheets and word processing documents.

I was one of those.

However, because of my love to the academy and teaching, I started leading teams through example or knowledge, but leading. Suddenly I learned that coding is not a simple task, but dealing with people is far, far more complex. No plans, no rules, no math formulas - feelings and "soft skills" are the norm and predictability to human behaviour can not be applied.

Again, my passion for the academy brought me to the PMI standards, and then I decide to become a great PM, not the one using the phone all the time, using word processor. Maybe tools had evolved, but problems are mostly the same. No wonder why several research results about project management ask managers to "go back and focus on the basics".

What drove you to become a part of PMI?

I have been always been in love with the academy, teaching, learning. I read books, I teach about what I do, I try to connect what I do personally and professionally speaking with what I read, and what I teach. PMI was an obvious step to me. I do love to be part of the community, talk with peers, share points of views and experiences.

I joined PMI in 2007 and the Chapter, to 1) get the PMP certification and 2) understand how PMI works locally - now globally. I joined the Chapter BoD through technology projects and now I'm the president of the Colombia's Chapter (one of the biggest in LATAM - excluding Brazil).

I do believe that excellence is the result of a great vision, strong leadership, smart teams and, last but not least, passion.

What other positions have you held within your local chapter (or other chapters)?

Only one officially. President: 2014-2016. Before that I performed as IT Director, Community Manager, Social Media Manager, or whatever you want to call the guy that handles the website, the social networks (Twitter and LinkedIn) and setting up the email accounts.

Have you always worked in Colombia, or have you had International Experience as well?

I've worked mostly in Colombia, but for several International Companies. Since I've been working in the software development industry, I was there for the DotCom, the rise of the Internet, the Streaming and the Social Networks. I've worked for international teams with people in every continent, from Quality Control in India, to Developers in U.K., to Customers in U.S. or Spain, and developers in Argentina or Mexico.

Continued on next page

WHO AM I: Alberto Dominguez, MSc, PMP, PMI-ACP

If you have had International Experience, have you noticed differences in how Projects are managed in Colombia vs other locations?

I've seen the growth of Colombia Project Management, mostly lead by Oil & Gas Companies, but also the rise of immature but promising agile adoption. Something you learn when you work with or for 1st world companies is that there is always a sense of "logical win-to-win" approach from contract negotiation to day-by-day communications. There is a common and shared understanding of respect and fair distribution of the benefits. It affects everything from team performance to project results. You see it everywhere, the companies, the society, their buildings, the quality and magnitude of every initiative. Most of Latin Americans, unfortunately, believes that the smarts should always take advantage of the innocents or well-intended people - We have several phrases or sayings like "El Vivo Vive del Bobo" (Smarts Lives From Dumbs) o "Malicia Indígena" (Indian Malice) and the most common "Papaya Given, Papaya Taken".

What are some of the things you love about Project Management?

People, people, people. Their dreams, their drivers, what motivates them, what pushes every one of us to transform dreams and ideas into realities.

What are some of the challenges you have faced as a PM/PgM, and how did you/your team handle them?

Uncertainty. Quite difficult and probably the reason why I started to look at agile principles ten years ago. There are a range of situations why the unexpected things and events are the norm. Try to map everything into a project plan (or gantt diagram) feels overwhelming. We, humans, try to dominate nature, predict the future, and live happy, but most of our precious memories were when no plans or strict agendas were set.

As an Agile Consultant I always face that misconception that uncertainty is a lack of dedication (i.e., man-hours) or laziness. However, through several techniques like effort forecasting instead of task estimation, critical chain, and aggressive deadlines based on timeboxed iterations, teams become more efficient and adaptable to changes and improvements in products and services, allowing business (and also the people) to embrace the uncertainty instead of fighting it.

Do you have any advice for someone who may be interested in Entering the PM Profession?

The soft stuff is the hard stuff. Formulas can be learned, programs can be coded and trained to perform a lot of management tasks, reports can be automated, but humans will always be humans, unpredictable, variable, sensitive, volatile. Learning how to deal with humans, with real people and their emotions offers an unbeatable advantage in life and in project management. Learn how to motivate, how to communicate, how to lead before how to measure, how to control and how to direct.

Do you have any advice for someone who Is looking to Grow their experience as a PM or PgM?

Sharpen the saw. The only real way to learn something is to transform knowledge into action. Every person I admire in this profession as PM or PgM is able to transform words into actions, move and lead people while they also enjoy the journey - Feel passion about what you do. Fall in love with your work. Find your strengths and turn them into exceptional and unique talents. Do not try to become good in everything, just pick what you are good at.

Notes from a Virtual PM

By Savita Love, MBA PMP ITIL
PMI ROC Director of Publications



In my current role, I have had the opportunity to hire resources to fill various positions within my program. Many of the new team members have never worked as a virtual resource with virtual team members, and I am often reminded of the challenges I faced in building relationships when I first started as a Virtual PM. Project Managers rely on relationships to be do their jobs. As an extroverted, outgoing individual, I am comfortable meeting new people and have no problems striking up conversations with individuals I've never met before. (Just ask my Husband!). But how was I supposed to form relationships with my new team members while sitting behind a keyboard and computer monitor?

How do we form relationships with individuals who can't see us, shake our hands, or catch up on weekend events in the break room? How do we find common ground with people we have not met face to face, who are located around the world, and speak different languages, follow different customs, and live completely different lives than we do? How do we develop effective teams without having an offsite workshop where we build trust through some amazing life-altering bonding exercise?

Instant Messenger can be your BFF. Make it a point to IM your team members for a quick chat. The simple act of asking, "How's your day going?", gives you an easy opener that shows you care, and it provides the individual an opportunity to choose what to talk about.

Being curious is beneficial. If you know that a big event or holiday is coming up soon, take the opportunity TO ask about it. "Are you doing anything special to celebrate this holiday?" is a great way to find out about different customs around the world, and learn about the different ways people celebrate.

Showing that important events for a team member are also a big deal for the team can also help to strengthen a team bond. Make time to congratulate people on life events (with their OK) like a new family member, or marriage, or a child starting college. This approach helps your team find common ground to talk about, which helps to create and strengthen the connection between team members.

Make a Big Deal About Meeting Milestones. Just because you don't see each other face to face doesn't mean you can't celebrate team accomplishments. Take time to congratulate your team for meeting key milestones. Recognize team members by using company recognition tools at your disposal. Shout it from the rooftops - or, if you're afraid of heights like me - by sending an email outlining the Team's accomplishments to key Leaders and Executives.

Forming relationships takes times. When many of the conversations to form those relationships are conducted with the use of a keyboard and IM, it can take even more time. Asking open ended questions, setting up informal 1-on-1 meetings with the intent of getting to know team members, and making time to recognize accomplishments as you progress through the project will help you build a strong foundation from which you can create and strengthen lasting relationships.

News You Can Use!

PMI Global Communities of Practice has been replaced with www.ProjectManagement.com.

WHAT IS PROJECTMANAGEMENT.COM?

Being a project manager can be a stressful job. You are responsible for a project that business people in your organization care a lot about. Someone may have over-committed you, and is now asking you why you aren't on time, within scope or under budget. You and your staff are working together to find solutions as best you can--but within your organization there is no one you can lean on for answers.

This is why we built ProjectManagement.com. Our mission is simple: To make project managers more successful. ProjectManagement.com is the experience bridge that fills in the gaps--providing help to project managers in a number of ways. It is a community, your community, for project managers in Information Technology and other industries.

We are your one-stop shop for PM answers, helping get you "unstuck"—and confidently meet every new challenge that comes your way. How do we help make your job easier?

- Over 4,000 articles from industry experts who help you jumpstart your projects.
- Over 1K Deliverable Templates to save you time and effort.
- Over 550K peer connections and experts to offer specific advice, whether it's through our social networking system or our discussion forums

You might remember us as gantthead, which launched in 2000. At that time, every project worth managing was run using a gantt chart. However, times changed and many project leaders were more focused on their KanBan Boards than on a linear schedule. Although some of the tools and approaches changed, our commitment to you and your work has not. Our name change in October of 2012 wasn't because we hated gantt charts, but simply the next step in our evolution. We wanted our site to be the logical destination for everything related to project management, the place you think of first when you need help. For those new to the craft, we are a lot easier to find...and by growing faster, we can only help everyone become better.

ProjectManagement.com gives you:

- Connections - to others who are managing projects like yours
- A place to get started - processes that you can customize for your needs
- Instant productivity boosts - deliverable templates & examples
- PDU opportunities – from videos to webinars, with tips from experts pointing you in the right direction
- Access to experts - real people who understand what you are going through
- News that matters - stories that relate to what you are trying to accomplish
- Advice you need - tips on the art of managing your effort

Please take a look around. Grab whatever you need--that's why we're here. If you don't find what you are looking for, drop us a line. We think you'll be surprised by our response. As always, if there is a way we can help you that doesn't exist on the site, please let us know at contactus@projectmanagement.com.

News You Can Use!

FAQ: Engagement on ProjectManagement.com

Q: What's replacing the current Communities of Practice (CoPs)?

A: ProjectManagement.com, PMI's global knowledge portal, is now the home for PMI knowledge, networking and community. The official name is: ProjectManagement.com, powered by PMI.

Q: How does this impact PMI member benefits?

A: Access to content and networking on ProjectManagement.com is a part of your PMI membership benefits. Using your PMI.org login credentials, you will automatically gain access to the premium content on projectmanagement.com, as well as a global community of almost 3 million practitioners. Non-members will be able to network, but will not have access to premium content on the site.

Q: What prompted this decision?

A: In 2013, the PMI CoP volunteer leadership partnered with PMI staff to build a vision for a global knowledge portal that would integrate our online communities, improving member access to content and connections that span all industries, knowledge areas and affinities.

Q: How does this new community work?

A: ProjectManagement.com powered by PMI provides more opportunities for you to contribute and collaborate. By providing access to other project managers across the globe, you'll be able to connect with a larger group of your peers, have more professional development resources, and have the ability to collaborate with other professionals and experts around the world.

While ProjectManagement.com is powered by PMI, our new community embraces an agnostic view of the project management profession to encourage a wide-range of creative content and foster the expression of innovative ideas.

Our chapters are uniquely positioned to best serve the 3 million "friends and family members" of PMI; those who have existing relationships with the Institute and ***share our mission and purpose***. But there are 48 million practitioners who do not have an existing relationship with PMI. The online community on ProjectManagement.com is designed to reach out to these individuals, welcoming them into an inclusive global professional community and introducing them to our friends and family.

Q: How does this enhance my membership in PMI?

A: Your engagement within the global knowledge portal provides greater access to more tools and content, as well as connectivity and visibility to almost 3 million practitioners around the world – a larger and more inclusive project management community. You'll have direct, visible benefits of earning badges for your PMI credentials, chapter affiliation and volunteer work. Earn over 100 badges for activities like writing articles, answering questions and attending events.

News You Can Use!

Q: How can I participate as a chapter leader?

A: There are several ways you can participate! By participating as an individual contributor, you can charter a content program or host a panel discussion and bring in other chapter members or potential newcomers. ProjectManagement.com is a great source for content ideas and suggestions on how to further develop your content. Have an idea but need feedback on it? You can post your idea to the Idea Wall for your peers to weigh in and offer suggestions for how to make it work.

As a chapter leader, you can bring value to your chapter through expanding your network and connecting with potential speakers or discovering new webinar ideas. Add influential members to your network and reach out to see if they'd be interested in presenting. ProjectManagement.com has subject matter experts from many different facets of project management that share the PMI vision and can help communicate that vision to your members! You are also encouraged to reach out to your Chapter Partner if you have further questions or need additional guidance.

Best of all, the more that you participate in the community, the greater your influence will be within the community. Greater influence means more opportunities to help shape the development of ProjectManagement.com and a larger network for you to access.

Q: What is influence and how is it gained?

A: Influence is a representation of your professional achievements and quality contributions in the community. A few ways to increase your influence is to connect with other members in the community by adding them to your network, contributing your expertise through the creation of original content and offering advice. You'll receive badges for a specific achievement or contribution, and these will, in turn, help you to gain influence within the community. The more you engage, the higher influence you'll have.

Q: When will the new community model take effect?

A: It's available right now! You can start your profile today, connect to other practitioners, build your influence and earn badges. Our CoP websites will officially sunset on 15 March 2015 and we have already begun migrating our community content and activities to ProjectManagement.com.

If you have links to the communities of practice pages on your chapter website, you will want to replace those with a link to ProjectManagement.com to redirect your members to the new home for community.

Q: How do I get started?

A: It's easy! Visit www.ProjectManagement.com and click on the "Login Here" link. When the page refreshes, you will see a blue button to login with your PMI.org username and password. Once you log in, your certification information, chapter affiliation, and last 2 years of active volunteer engagement from VRMS will automatically be pulled into the system. Build out your profile and that's it! Start posting in discussion threads, rating content, and connecting with your peers to begin gaining influence!

News You Can Use!

Get Started on PM.com

1

Go to ProjectManagement.com.

2

Already registered on the site?

a

Login by clicking the Login button.

b

Connect your PMI account.



3

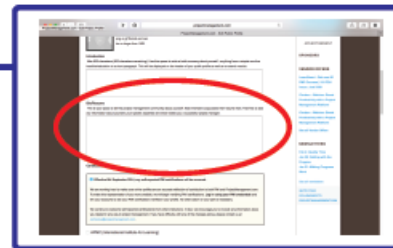
Create your profile.

a

Upload a picture by going to Profile > Edit Profile > Upload Photo.

b

Fill out your bio, located on the same page.



You're Done!

Chapter Meeting Highlights

by Larry Heininger, PE, PMP
PMI ROC Executive VP



January Chapter Meeting

How to Keep Your Projects from Going Up in Flames

The January 2015 meeting was held at the Penfield Fire Hall. Catering was by Sticky Lips BBQ. Our speaker was Jim Strantz, a Penfield Volunteer Fire Fighter. He has over 25 years of project management experience with Xerox, Microsoft and Seneca Foods. Jim compared "flashover" in a fire situation to a similar situation with project sponsors and senior management.

Executing fundamentals and applying the project management processes of initiating, planning, executing, monitoring and control, and closing were emphasized. Firefighting requires teamwork, communication, coordination, skills training, resource management and commitment to the objective similar to project management. Key takeaways included:

- Determining if the work is a project or a maintenance activity?
- If core team members had the right skills or if consultants are necessary?
- Recognizing that conditions change and need to be routinely assessed, and adjusting plans and tasks as necessary.
- Communicating early and often, but only useful, credible information and utilizing multiple communication channels, status reports, meetings, and email.

February Chapter Meeting

The Fault in our Starts, "*Why estimating project task duration is insanely difficult, and how to improve it*"

Stacy Munechika was our February speaker at Harris RF Communications, Jefferson Road. Catering was by Mark's Pizzeria. The presentation focused on a key deficiency in most project schedules - incorrectly estimating activity durations. Tips for estimating project durations included 3 point estimates, using heuristics from similar projects, consulting expert knowledge, and getting the whole project team involved. Key takeaways included:

- We have a tendency to be overconfident in our optimistic predictions despite knowing that it took longer in the past.
- The "Inside View" leads to more prediction optimism and relies on singular, case specific information.
- The "Outside View" leads to less prediction optimism and relies on distributional, base-rate, or reference-class information.
- To decrease prediction optimism break down tasks, consult neutral outside observers, and recall relevant experiences and projects.
- Establish a process to track results of past predictions.

Continued on next page

Chapter Meeting Highlights

March Chapter Meeting

Managing a Virtual Project

The Tuesday evening dinner meeting held on the west side at the Italian American Community Center. . Our speaker was Savita Love who works for Hewlett-Packard managing virtual teams on global projects.

Savita discussed the differences between Onsite and Virtual Team Members and the challenges to forming a Virtual Team. She also touched on the impacts to a career as a virtual employee (work life balance does not exist easily).

When engaging a new project team, it's important to set expectations and explain the project. It helps to repeat the project objectives and timelines often, and to use visual aids. Communication with key team members daily via calls, IM and email is very important.

Some of the challenges to forming a Virtual Team include

- Sourcing low cost resources in order to complete complex tasks,
- Professional maturity level of resources may not meet expectations, and
- Time zone differences that may require multiple meetings to keep everyone informed, to gather status updates, and to maintain a team environment.

April Chapter Meeting

Agile Project Management

The meeting was held at Artisan Works which is an art gallery and working artist's studio. The gallery was open at 4:30 so members and guests could tour the exhibits. This was our annual volunteer recognition event and we pulled out all the stops. Our speaker, Mike Ryan, traveled from Charlotte, NC and flew into Ithaca to present at their lunch meeting then traveled to Rochester for our dinner event.

Mike's presentation covered the basics of Agile with a focus on Scrum Methodology, one of the most widely used methodologies in software development today. Specific items included:

- What is Agile? What are some flavors of Agile? What is the Agile Manifesto?
- What are the Principles of Agile?
- What is Scrum? What are the foundations of Scrum?
- How does Scrum work?

We also played a game to better demonstrate the concepts and engage the audience.

UPCOMING PMI ROC Chapter Meetings

June 25, 2015

Location: Seneca Park Zoo 2222 St. Paul Street, Rochester, NY 14621

Time: 5:30 – 8:00 PM

Speaker: Senator Joseph Robach

Join us for our annual community fundraiser, this year supporting Ronald McDonald House of Rochester. Attendees will receive free admission in exchange for three House "wish list" items.

Menu:

Zweigle's Hot Dogs, Veggie Burgers

Smoked BBQ Beef

Two sides

Rolls, peppers & onions and condiments

Lemonade, fruit punch & bottled water

Dessert bar & fresh fruit

Registration is open – check out our website for details!

<http://pmirochester.org/meetinginfo.php?id=300&ts=1422024947>



COMMUNICATIONS Corner

by **Michelle Venezia, PMP**
PMI ROC VP of Marketing and Communications



Spring is finally here in Rochester, and spring is the season of change. PMI Rochester continues to grow and change, with new opportunities for our members!

First, is an exciting new program designed to recognize the amazing projects conducted every year across the Greater Rochester area. PMI Rochester is pleased to sponsor an annual "Project of the Year" award to recognize teams who have demonstrated superior performance in the application of project management principles and techniques for the successful completion of projects. The winning project will also be submitted to PMI for potential recognition at the international level. More details will be announced by PDD, and you can check our website for more information as it is rolled out

<http://pmirochester.org/content.php?page=Project of the Year>.

Another exciting opportunity in honor of our 30th anniversary is the PMI Rochester Milestone Scholarship, administered by the PMI Educational Foundation (PMIEF). Full details are included in this newsletter. I hope that you will take advantage of this opportunity to continue your knowledge in the PM field!

The Marketing & Communications team has grown tremendously in the last 18 months, and as we continue to focus on Outreach to the Rochester area, we are happy to announce that we have added anew role to the board to support our growing initiatives. With the upcoming Chapter election, we will add a VP of Outreach position - this individual will be responsible for community, academic, and corporate outreach activities for the Chapter. This position will allow us to continue to add new programs and benefits for you, our Members!

I hope to see many of you at PDD in May! I'd love to hear your thoughts on the programs we've rolled out, and new programs you'd like to see. Please continue to reach out to me at communications@pmirochester.org.

Connect with PMI ROC:

<http://www.linkedin.com/groups/PMI-Rochester-NY-Chapter-113742>

<https://www.facebook.com/pmirochesterchapter>

https://twitter.com/PMI_Rochester



***Communication - the human
connection - is the key to personal
and career success.***
~Paul J. Meyer

PM World Book Review



Book Title: *Why don't we listen better? Communicating and connecting in relationships.*

Authors: **Petersen, James**

Publisher: Petersen Publications, Tigard, OR

Format: Paperback, 240 pages Publication Date: 2007

ISBN: 0-9791-5590-8

Original Review Date: July-2012

Reviewer: Carlos Oliveira

PMI ROC LinkedIn Manager

www.linkedin.com/in/oliveiracarlos

Introduction to the Book

"Why Don't we listen better?" by Dr. James Petersen is about communication in all areas of relationship. It is primarily focused on couples and family relationship, but the concepts are applicable to the corporate life as well. The author states that "Good communication uses the same skills in a professional office, on a date, in a corporate board room, or at a kitchen table." This book will help you in the corporate environment by providing the knowledge on how to interact with others from the psychological perspective when speaking or listening. In fact, this book will help you to become a better listener as well as communicate better by providing a better understanding on how others hear us and react to our conversations.

Structure of the book

The book is divided in 5 parts. In part one, the author discusses the importance of communication, the Flat-Brain Theory of Emotions and the Flat-Brain Syndrome. The Flat-Brain Theory of Emotions describes how emotions "flow from the stomach to the heart and to the brain" and how this impacts how people respond. When people feel connected or disconnect during a conversation, their emotions varies and therefore their response is impacted. When emotions are not well balanced, people do not hear clearly and suffer what the author calls a flat-brain (the brain is squeezed), which makes people unable to see clearly through the circumstances. The author then addresses how to counter the flat-brain syndrome in a very humorous way: the Flat-Brain Tango.

The second part of the book is about building a communication style. "Making information sharing clear builds empathy, trust, and cooperation, and puts the commune back in the word communication." The author presents a tool called "TLC" – Talker-Listener Card with a "role description", goals, and "things to avoid" for speakers and listeners. The role descriptions for the Talker are: "I'm most bothered" and "I own the problem". The listener has the following roles: "I'm calm enough to hear" and "I don't own the problem". The model helps the readers to put themselves in the other person's shoes as a listener or as a talker, and when and how to switch roles.

Part 3 addresses listening skills such as para-thinking, para-feeling and numbering (scaling) emotions and provides the readers tools for difficult conversations such as talking to grieving people or to people with suicidal thoughts.

Continued on next page

PM World Book Review

Communications applied to groups is discussed in the fourth part of the book and the last part has the author's thoughts on where to use these techniques. He says: "You can use the same listening techniques to turn strangers into friends, friendships into healthier relationships, business associates into cooperators." He tells the readers that developing empathy, genuineness and warmth will make us go beyond the skills and putting our listening to a new dimension. The book finishes by inviting us to put all of these together towards the goals of becoming better listeners.

Highlights: What I liked!

When my son was 6 years old he asked me: "What is the difference between hearing and listening". He told me he heard in a movie: "You hear, but you are not listening". This book addresses the question of better listening, instead of just hearing.

Good communication is essential to any successful relationship, including business ones. I liked the models the author uses to explain our reactions. When we are attacked we default to our "animal nature" and our body enters into a survival defensive-get-ready-to-attack-back-or-run mode. The blood in our body concentrates in the big muscles to get us ready to fly or fight. And with that, there is less blood flowing to the brain. A brain without blood gets "flat!"

People cannot see or understand situations clearly when emotions kick in under defense-attack mode. It is ok to have emotions and express them, but people need to step back and understand triggers what their reactions as well as others' reactions. The flat brain tango is an interesting concept on how to solve and get out of the communication disconnection cycle. Most people are eager to talk and slow to hear.

Sometimes people are thinking about what they are going to say next, while ignoring what they are hearing. The author warns us about these facts and presents tools to counter these problems (such as the "TLC" – Talker-Listener Card). Some people are very quick to jump to conclusions and provide a solution to a perceived problem, when sometimes they are not being asked for one. We all heard at some time in our life someone telling us: "If I were you..." The author advises us not to offer the "If I were you..." before we are asked. It is ok to ask what we can help with but we should let the other person tell us what they expect from the conversation.

PM World Book Review

Who Might Benefit From the Book

We all communicate, even without words. By reading this book, you will be able to observe and adapt better to the way you and others communicate. You will be able to more easily identify the patterns of engagement, connection or disconnection when addressing others.

You will also be able to change your communication style to be more effective and keep the interest of your listener. You will also have the tools to enable you to manage your relationships – employee, manager, project manager, project team, peer, friends, and family – better, by providing them quality and effective listening.

Conclusion

Project managers can use the tools presented in this book to nurture an environment of open communication, increased cooperation, and minimized opportunities for conflicts. It is essential that a project manager keeps his team together towards meeting the objectives of their projects. Establishing good communications will help everyone in the team to achieve their goals.

About the Reviewer

Carlos Oliveira, PMP

Carlos Oliveira, PMP, is a PMI certified project manager with more than 15 years of experience in the technology industry. Currently he works for Harris RF Communications in Rochester, NY as a program manager in the international business unit.

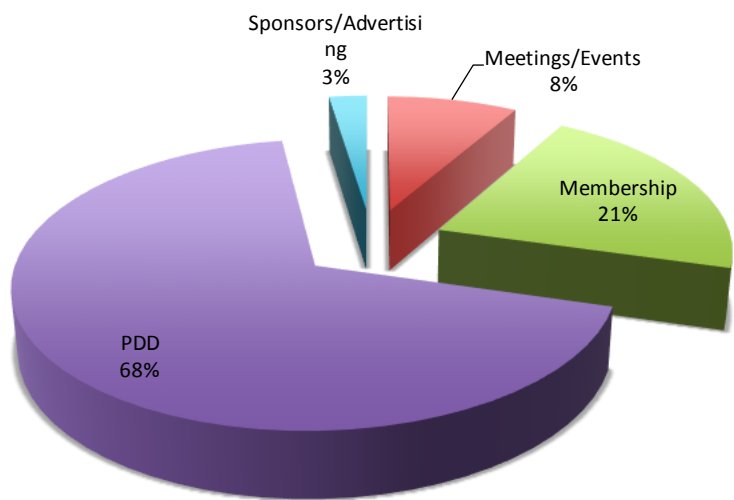
Besides his BSc. degree in Engineering and master degree in Computer Science, Carlos holds a Master of Arts in counseling from Liberty University. Carlos believes that projects would run much better if leaders and contributors would have a minimal understanding of psychological aspects of human interactions and communication. For questions or comments, contact Carlos Oliveira via email: LinkedIn@pmirochester.org.

PMI ROC Financial Update

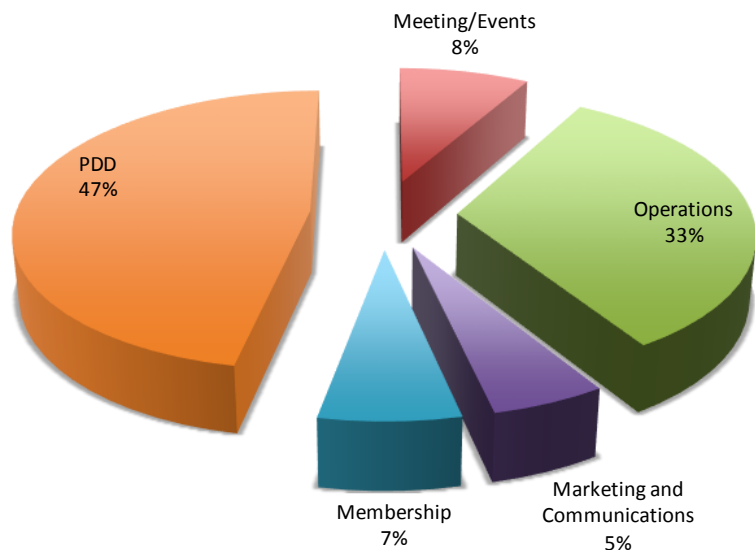


By Jason Becker
PMI ROC VP of Finance
finance@pmirochester.org.

Chapter Income



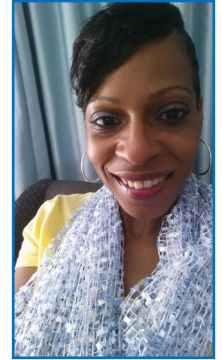
Chapter Expenses



VOLUNTEER Today!

By Porchia Stewart

PMI ROC Director of Volunteers



EXCITING STUFF HAPPENS WHEN YOU VOLUNTEER WITH ROCHESTER PMI!!!

In celebration of our outstanding volunteers, Rochester PMI Chapter is pleased to announce the official launch of its "Excellence In Volunteer Award Program"! The "Excellence In Volunteer Award Program" honors individuals who have demonstrated, at a minimum, one or more of the following characteristics or behaviors:

- Increased our ability to meet the needs of our customers when delivering services, initiatives or projects that support the chapter's strategic objectives
- Exceeds our customer expectations in delivering clear, concise, timely communication
- Works extensively to promote or improve the practice of project, program and portfolio management
- Provides exemplary leadership to fellow volunteers
- Demonstrates superior collaboration and teamwork when working with fellow volunteers
- Promotes mentorship, coaching, and learning to ensure the continual growth and evolution of project, program and portfolio management

At the end of each Quarter, the Director of Volunteers will send an email to the PMI Rochester Board requesting nominations of a Rochester PMI Chapter Member Volunteer who must be in good standing in the active quarter. Each Board Member may nominate a maximum of one volunteer from his/her respective area, per quarter for consideration of the "Excellence In Volunteer Award". In addition on February 1 of each year, PMI Rochester Chapter members will receive a call for nominations to select a candidate for a Volunteer Annual Achievement Award. Nominations will be collated, and a survey will go out to all chapter members to elect the recipient of the Annual Award.

The winner will be announced and spotlighted in the following month's Chapter Newsletter and be the honored guest at the upcoming Monthly Chapter Meeting. The recipient of the Annual Award will be submitted to PMI Global for consideration for PMI's Volunteer of the Year.

To be considered, a nominee must meet the following criteria:

- Be in good standing with PMI National and Rochester PMI Chapter.
- Provide a summary of key contributions with emphasis on impact to PMI Rochester organization; i.e., support our goals and strategies.
- Regularly attends PMI Chapter Meetings.

VOLUNTEER TODAY!

Good things happen when you
get involved with PMI!

The more you give the more you get, so Volunteer today. For more information about Volunteering please contact volunteers@pmirochester.org

VOLUNTEER Opportunities

It is through the dedication of our volunteers that a 700+ organization can remain strong!

Share your passion with others by considering serving one of these open volunteer positions today.

- **Director of Communications, Ithaca Branch:** Reporting to the VP of the Ithaca Branch, the Director of Communications will be responsible for: coordinating marketing and communication activities for the Branch and producing and distributing electronic communications for the Branch membership and prospective members. Communications experience would be a plus. The expected effort will require a time commitment of 1-5 hours per month.
- **Chapter Videographer:** Reporting to the VP of Marketing & Communications, the Chapter Videographer will be responsible for recording chapter events to be shared on the Chapter YouTube channel. Volunteer will receive free admission to Chapter meetings in support of this role. Videography experience is preferred. The expected effort will require a time commitment of 2-4 hours per month.
- **Director of Marketing:** Reporting to the VP of Marketing & Communications, the Director of Marketing is responsible for developing a branding strategy for the chapter, creating collateral to promote the chapter in the Greater Rochester area, and developing a targeting strategy for distributing chapter communications. Individual must have Microsoft Word and Powerpoint experience, and strong verbal and written communications skills. The expected effort will require a time commitment of 5-10 hours per month.
- **Bloggers or Newsletter Contributors:** The Communications team is always looking for interesting blogs, articles, or newsletter features from our members. If you are interested in contributing to our chapter publication content by writing about something that you are passionate about, please contact us.

For more information contact Porchia Stewart, Director of Volunteers, at volunteers@pmirochester.org.

And the Volunteer Award Winners Are...

The PMI Rochester Chapter is proud to announce the winners of the Volunteer of the Year and Volunteer of the Quarter Awards!

Volunteer of the Year

The winner of the Volunteer of the Year Award, Michelle Venezia, has introduced transformational changes that have helped the chapter increase opportunities for chapter members to get involved. She has also introduced new ways to increase chapter revenue with the goal of benefiting our members. Michelle has also spearheaded a number of initiatives that have helped to grow chapter membership.

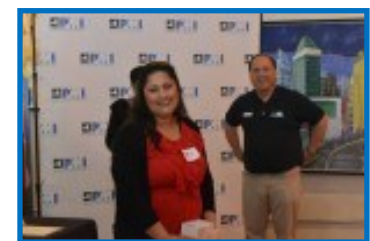


As VP of the Marketing and Communication team, Michelle helped to:

- Grow the Marketing and Communications team from 2 volunteers to a team of 14 resulting in new positions and opportunities for our Members including new volunteer positions for Corporate Outreach, Community Outreach, and Marketing Director.
- Create a formal and professional newsletter, produced quarterly, named *"Hard News from the ROC"*.
- Launch the PMI ROC mentoring program.
- Introduce a Sponsorship program that secured two Gold Sponsors, and increased chapter revenue.
- Spearheaded an Advertising program, and helped to secure agreements with 5 different advertisers and vendors during 2014. This effort also resulted in an additional revenue stream to the Chapter.
- Develop a 2 year Marketing, Communications, and Outreach/Collaboration Plan which defines the Marketing & Communication team's roles and responsibilities, policies, and 2 year strategic plan with the objective to provide best-in-class service to meet the needs of the PMI Rochester chapter.
- Roll out 2 Networking events, one of which was a sold-out event, which was free to all to join.
- Increase the use of PMI Rochester's social media platforms, with daily Facebook postings and the addition of a LinkedIn Manager. Facebook followers grew by over 40% in 2014, LinkedIn group members grew by over 20%, and Twitter followers grew by over 10%.
- Increase outreach to area recruiters for submissions to the "Career Corner" on pmirochester.org resulting in 33 posted job opportunities for our members in 2014.

Volunteer of the Quarter

The winner of the PMI ROC Volunteer of the Quarter award was given to Savita Love. Savita's volunteer efforts as a member of the Marketing and Communications team has focused on building up the PMI ROC professional newsletter, produced quarterly. The newsletter, named *"Hard News from the ROC"*, includes articles about project management and related disciplines, tips and tricks for virtual PMs, lessons learned, book reviews, and Ask Audra! – an article that invites PMI ROC Chapter members to send in their Project Management questions to be answered by a local expert. The newsletter also informs chapter members about upcoming events, recaps of past events, member spotlights, Rochester and Ithaca chapter news, and PMI global news. Savita also gave a presentation on Managing a Virtual Project at the March Chapter meeting.



ANNOUNCEMENTS

PMI Rochester Mentoring Program

The PMI Rochester Chapter Mentoring Program provides mentoring opportunities for members of the Rochester chapter of PMI. This program is directed toward improving individual project management professionalism in alignment with the PMI Rochester Chapter goals.

Mentoring provides a great way to give back to the project management profession. It gives participants the opportunity to grow their network while at the same time earning PDUs!

The Chapter Mentoring Program Team will facilitate mentor and mentee pairing. The mentoring relationship will be conducted between the mentor/mentee pairs. Meeting times, frequency, and duration will be up to the mentor/mentees to manage. The time commitment will be up to the mentoring pair. Interested chapter members can email networking@pmirochester.org for more information.

WE Need Your Inputs!

Did you know that writing articles for the newsletter is a great opportunity to earn PDUs? If you write an article or book review for our chapter newsletter, you can log one PDU for every hour you spend on the article. What a great way to collect PDUs, share your knowledge and experience with your peers, and see yourself published (which also makes great resume material)!

Project managers in the Greater Rochester area are invited to contribute their experience and expertise to the newsletter in devotion to the art and science of project management and continuing education.

Please email communications@pmirochester.org for more information on how to get published in the next edition of "Hard News From the ROC".

NEW PMI ROC Chapter Members



A warm Welcome to the following new Chapter Members!

Joyce Ellis
PMI ROC VP of Membership

JANUARY 2015

Lawana Jones	Thomas Stout	Daryl Atwood
Charles Hall	Jesse Dehond	Nathaniel Mart
Paul Cordy	Elizabeth Simonetti	Robin Williamson
Elizabeth Fischi	Terence Allen	Glenn Caccamise

FEBRUARY 2015

Katherine Tuttle	Nancy Telfer	Amy Vonbramer
Kate Vacca	Mark Lawless	Saiprasad Akkanapragada
Ann Gabriele	Valerie Guay	Michael Pavone
Gina Indovino	Dawna Roth	Shishir Rawat
Anthony Guarneri	Veronica Coleman	Matthew Wilson
Robert Burnett	Danielle Lewis	Matthew Donovan

MARCH 2015

Joseph Richard	Roy Sumarsono	Ozias A. Moore Jr.
Kurt Prister	Kristie Davis	Anwar Upal
Matthew Plummer	Maresh Popli	Patricia Mooney
Pedro Quinones	Jim Ziegler	Katrina Kolstad
Scott Seabridge	Ursula Thompson	Wayne Duderwick
Nicholas West	Ahmed Elhady Elsayed	Karen Koch

NEW PMI ROC Credential Holders

Congratulations to the following members who have recently received a PMI credential!

Elizabeth Simonetti	Ahmed Elhady Elsayed	Mark Raymond
Daryl Atwood	Nathaniel Mart	Kyle Amendola
David Adamitis	Garry Derosé	Jennifer Chesebro
Alexander Chelebian	Jane McClellan	

CLASSIFIEDS

Breakthrough Solutions



PMI Rochester is excited to partner with Breakthrough Solutions to provide three different Agile Project Management courses.

"Learn the Truth About Agile vs. Waterfall" is intended to help participants see Agile and traditional plan-drive project management principles and practices in a new light as complementary rather than competitive. This course is free and is a 30 minute introduction to the following 2 courses.

"Agile Project Management Workshop for Project Managers" addresses this from a project management perspective to help project managers see Agile and traditional project management principles and practices as complementary rather than competitive and to learn how to blend the two together to fit any given situation. Offered at a rate of only \$25 for PMI Rochester members, earn 3 PDUs.

"Agile Project Management Overview for Executives" addresses this from a business management perspective and provides some essential principles and guidelines of how to successfully develop a well-integrated enterprise-level approach for any business. Offered at a rate of only \$45 for PMI Rochester members, earn 1.5 PDU's.

The instructor, Chuck Cobb, is an Adjunct Professor at Boston University where he will be teaching a new graduate-level course on Agile Project Management. [Click here](#) for more details and to get started now!

**HUNDREDS OF
ONLINE WEBINARS
TO CHOOSE FROM**

Up to **500**
PDUs per
year for
\$149



CLICK HERE

Through PMI Rochester's partnership with the ITMPI, chapter members can now gain unlimited access to the ITMPI's entire PDU library for only \$149 per year. That is a \$50 discount from the regular price. Moreover, a percentage of your sale is shared with the Rochester chapter, so your purchase supports our Rochester finances. Get started today at www.itmpi.org/pmirochester.

With your membership you will gain:

- - Access to 150 live, PDU approved educational webinars per year at www.itmpi.org/webinars
- - Access to a vast archive of 400+ PDU approved webinar recordings at www.itmpi.org/library
- - Anytime education from the world's leading network of IT and Project Management experts at www.itmpi.org/contributors

You can view the ITMPI's Summer/Fall 2014 catalog online at www.itmpi.org/catalog.

PMI Rochester and InfoSec Institute have formed a strategic partnership to offer InfoSec Institute's training to all PMI Rochester Members for greatly discounted prices to enhance their personal and professional growth. InfoSec Institute is a national provider of PMP and CAPM certification courses, as well as Information Technology and Information Security professional development courses. Visit PMI Rochester's [pricing page](#) for more information.



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Contact [Michelle Montana](#), Advertising Manager for more information.

PMI ROC Thanks Our Annual Gold Sponsors!!

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VP of Marketing & Communications	Michelle Venezia, PMP	communications@pmirochester.org
VP of Professional Development Day	Marilyn Bohrer, PMP	pddvp@pmirochester.org
VP of Outreach	OPEN	TBD
VP of the Ithaca Branch	Dina Maxwell, PMP	ithaca@pmirochester.org
Director of Publications	Savita Love, PMP ITIL MBA	publications@pmirochester.org



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For Newsletter information, suggestions or to submit articles, please contact the Communications team at: communications@pmirochester.org.

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