

**In this issue:**

- [Community Outreach Volunteer Jackie Grant—pg 2](#)
- [Meet the PM - pg 3](#)
- [June Recap - pg 5](#)
- [PMI Charleston Collaborates - pg 6](#)
- [October Opportunity—pg 7](#)
- [Making Time to Think - pg 8](#)
- [PMI Picks—pg 9](#)
- [Connect with PMI—pg 10](#)

## EMPOWERED STAKEHOLDER ENGAGEMENT

A thought.

Have you ever found that you are beyond frustrated with a system or what feels like an actual assault on you, your time, perhaps your intelligence? Have you called customer service and actually walked away even more frustrated? I have. However, recently I was reminded how actively engaging with me as a customer makes such a huge difference in my attitude about that particular organization. In summary, the actions taken by the organization to correct the issue completely overshadowed my initial reaction. Do you, Mr./Ms. Project Manager think about your

team’s “customer service”. How do you encourage and empower team members to address issues, maintain and grow stakeholder trust?

I recently had an issue with my credit card and had to cancel it. While this is annoyingly frequent due to skimmers, scammers, etc... the cancellation process just starts with contacting the credit card company. In fact, I learned, that is the easiest part. What about all of those automatic payments that you may have set up? Well, I didn’t have a list of these and lo and behold, I missed my automatic renewal to PMI.org. And I had missed the initial email reminding me to renew. My initial call and chat with PMI did not end well. It wasn’t my best day. However, by escalating my issue to **PMI**, Sarah Maxwell and Kerry Brooks quickly **got** involved, not only did they think about “my” issue, they reviewed the entire process, what dates the systems generate notifications, and the clarity in the wording in those notifications. They involved me in the solution, asking if I had any ideas. Within weeks PMI implemented a notification on the MyPMI button, updated the renewal messaging and submitted a systems ticket to have notices sent via text. I seriously went from “#\$!@, I am not renewing after 20+ years” to “here is my credit card #”. What are you doing to ensure that your stakeholders feel like they are valued? Just a thought...

I hope to see you soon! Please consider joining the PMI Charleston Board, elections will be here before you know it and we need the PM community to keep PMI Charleston alive and meaningful.

Stay well, stay cool!

Marie Bedard

PMI Charleston, President

# PMI CHARLESTON WELCOMES JACKIE GRANT

## *PMI Community Outreach Volunteer Director, Project Management for Non-Profits Program*



In this newly established volunteer role, Jacquelyn (Jackie) Grant will build influential relationships with local non-profit organizations to share information on project management techniques, training, and resources with emphasis on PMI certifications and PMI national and chapter membership. Some of her tasks in this role might include:

- Introducing the PMI Charleston Chapter to non-profit organizations and representing the Community Outreach Team to include sharing information about upcoming events, resources, and opportunities.
- Developing and continuously improving the PM4P training program to include training material, training plan, and schedules.
- Reporting activity, successes, and lessons learned.

Jackie is enthusiastic about the possibilities for this role, saying “I will be working with the Community Outreach team to provide project management training to non-profit organizations in the Lowcountry. It's been my experience that PMI training has been invaluable to the non-profit sector!”

Jackie has been a certified PMP since 2012, starting her project management journey as a member of the PMI Hudson Valley NY chapter and now is a member of the PMI Charleston, SC chapter. The majority of her project management career has been in the healthcare industry. During her 20+ years in that field, Jackie has led new building construction projects and facilitated new business acquisitions and mergers, integrating the new teams and technologies into the existing culture of the acquiring practice. She also has integrated IT networks for geographically diverse practices and implemented many new software and technologies. Recently, she changed industries and now works full-time in the nonprofit sector as an IT Project Manager at Water Mission International.

“At Water Mission, I am blessed to be able to take these same skills and apply them in service to our teams in the global community as we work together to end the global water crisis,” explains Jackie. “The skills I have acquired as a certified PMP have also been a blessing beyond my professional life. In 2013, my husband and I merged our love for Christ and my love of horses and formed a nonprofit organization, Cross Rails Ministries, Inc. (CRM), which partners rescued horses with hurting individuals, opening the door for God’s true hope and healing. In addition, I have been able to draw on PMP skills to lead other evangelical outreach and community programs for our church families over the years.”

Jackie is also a wife to Tim, mother to Noelle, and a self-proclaimed sci-fi/fantasy nerd who is crazy for animals and passionate about her relationship with Jesus. She holds an MBA from Centenary College, Hackettstown, NJ. You can [connect with Jackie on LinkedIn](#).

## MEET THE PM

Virtual meetings have allowed our chapter to continue meeting regularly, and while effective, it can still be difficult to get to know other Chapter members. We want to hear from you! Introduce yourself by filling out [this brief form](#).



### MEET RACHEL WEKHEISER [linkedin.com/in/rachel-werkheiser](https://www.linkedin.com/in/rachel-werkheiser)

- **Joined PMI Charleston:** 2020
- **Current professional role, company and industry:**  
Project Manager for the Sodexo North America Nutrition Leadership Team

- **What led you to a role in project management?**

Project management is technically a third career for me: I worked in Finance/Accounting for many years, then changed course and became a Registered Dietitian in 2013. I provided direct patient care/medical nutrition therapy in acute care hospital settings for many years before moving into Clinical Nutrition Management (CNM). As a CNM, I began managing multiple performance improvement projects - anything from upgrades to patient menu management and foodservice software systems, to implementation of nutrition screening processes for outpatient ambulatory oncology clinics. Oversight of quality assurance and process improvement were my primary responsibilities; as I began to manage more projects, I wanted to formalize my skills/training in project management, which led me to earning my PMP and DASM certifications in 2021.

- **Share a typical day in your current role:**

In my current role, I project manage and drive Marketing/Offer Development nutrition projects. A typical day includes status/update or workgroup meetings for projects in process, liaising with outside teams as needed, and general integration management (pulling all the project pieces together into a cohesive whole to ensure objectives are met).

- **Are you from the Charleston area? If not, what brought you here?**

I moved to Charleston in 2017 for a job opportunity with my company.

- **What are your hobbies?**

My husband I live in downtown Charleston, so we enjoy exploring all it has to offer. I love to read - books, blogs, anything really (fiction, nutrition science, professional development, cookbooks, and the Wall Street Journal). I'm also heavily involved with state and district dietetic associations, and enjoy volunteering my time/talents.

- **What's your favorite quote?**

"Don't let perfect be the enemy of good" (commonly attributed to Voltaire)

- **What's your dream project?**

It would probably be something using a design thinking approach - I'm especially interested in using human-centered techniques to solve problems in creative and innovative ways.



## MEET JACQUELYN L. GRANT [https://www.linkedin.com/in/jacquelyn-l-grant-](https://www.linkedin.com/in/jacquelyn-l-grant-mba-pmp-itol-04a73544/)

[mba-pmp-itol-04a73544/](https://www.linkedin.com/in/jacquelyn-l-grant-mba-pmp-itol-04a73544/)

- **When did you join PMI Charleston? Have you been a member of another PMI Chapter?:** 9/2012; Yes, I've been a member of the Hudson Valley, NY chapter, as well.

- **Current professional role, company and industry:**

IT Project Manager, Water Mission International, Non-profit, Christian Engineering

- **What led you to a role in project management?**

My mentor, directed me to the profession and supported my process to certification

- **Do you have a favorite PM Tool? If so, why?** SmartSheet! Very intuitive to use, automated workflows are a huge help, and the dashboards for reporting on project metrics are a snap to pull together.

- **Share a typical day in your current role:**

Any given day I can start my morning working with our teams in Indonesia, then move to Africa, Latin America, and finishing project calls with the headquarter team in Charleston. We currently are focused on software deployments to bring best in class technology to our engineering teams in the field.

- **Are you from the Charleston area? If not, what brought you here?**

Originally from Middletown, NY. We moved here eight years ago to fulfill a role as Strategic Project Manager with Coastal Pediatric Associates.

- **What are your hobbies?**

Anything outside where I can unplug! I love hiking, camping, horseback riding, and working in ministry.

- **What's your favorite quote?**

"There is something about the outside of a horse, that is good for the inside of man," Winston Churchill

- **What's your dream project?**

I'm living it daily! Using my skills and talents to support the work of Christ locally, as well as globally.



## MEET LISA CARREIRO

- **When did you join PMI Charleston?** October 2010

- **Do you have a favorite PM Tool? If so, why?** Microsoft Project

- **Are you from the Charleston area?**

Yes, born and raised!

- **What are your hobbies?**

Doodles, Camping, Beach, Girlfriends

- **What's your favorite quote?**

"See something, say something!" [I'm a Compliance Project Manager]

- **What's your dream project?**

To plan a year long trip traveling (camping) throughout the United States (hitting all 50)!

## JUNE CHAPTER MEETING HELD IN CONCERT WITH PMI SC MIDLANDS, METROLINA

On June 28, the PMI Charleston Chapter teamed with the SC Midlands Metrolina Chapter to present a virtual meeting, “Descend to Soar: Why Humility is Important to Your Career Success.”

It was presented by Mr. Sunday (Sunny) Faronbi, is a popular speaker and author who drives business performance by leading cross-functional executive leadership teams using emotional intelligence assessments. Mr. Faronbi has spurred on leadership and career advancement skills for professionals with technical backgrounds and project/program managers through his acclaimed coursework and motivational speaking focusing on the development of personal and organizational resilience and Emotional Intelligence.

Mr. Faronbi noted, “As powerful as humility is, a common misconception is that it's a sign of weakness”. He added that some have the mistaken belief that people who are humble behave as if they are inferior to others. As a result, humility is not regarded as a critical skill. But, Mr. Faronbi maintains, the fact is that there is an incredible amount of courage and strength involved in the practice of humility, especially for those in leadership.

As leaders in the project management space, it is critical for us to understand that humility is the foundation of great leaders and the basis for world-class customer service. This webinar highlighted how humility can take your career, teams, and organization to possibly unimagined heights.

Learning objectives included:

- Describe how lack of humility reflects in behaviors.
- Outline the benefits that being humble brings to people in leadership.
- Practice the action steps needed to develop ongoing humility.

We plan to do participate in additional joint meetings in the future as opportunities present.



Many of the hundreds of PMI leaders who met up at PMI’s Leadership Institute (LI) Region Meeting – North America in Orlando, FL at the beginning of April. As reported in our last issue, this was the first major in-person PMI event since the pandemic started in 2020. It was also unlike previous PMI LI meetings in that the scope was much broader, with 161 chapters invited to send up to two representatives each. This photo was taken midway through the event, and the stage was not quite large enough to fit all who attended.

## PMI CHARLESTON COLLABORATING WITH OTHER LOCAL ORGANIZATIONS IN 2022

*A Message from Brian Lindgren, VP of Marketing/Communications*

One of the initiatives the PMI Charleston Chapter has undertaken this year is to begin co-sponsoring events with other local groups, including Charleston Defense Contractors Association (CDCA), Armed Forces Communications and Electronics Association (AFCEA) SC Low Country Chapter, and Women In Defense (WID) Palmetto Chapter. For many years, the CDCA has hosted a quarterly event known as the Small Business and Industry Outreach Initiative (SBIOL), and in recent years CDCA has hosted afternoon mixers the day before SBIOL.

From 2020 until October 2021, the SBIOL events had been virtual due to COVID, so 2022 is the first of recent years that all events have been in person. PMI Charleston co-sponsored the April 2022 pre-SBIOL mixer and will do so again on **July 12, at 4:30 pm at the Crowne Plaza Charleston Airport/Convention Center, 4831 Tanger Outlet Blvd., North Charleston.**

Continuing that collaborative spirit, we wanted to share a bit about a WID event that will precede the July 12 mixer. WID is hosting an event, also at the Crowne Plaza, from 1:00 to 4:00 pm, titled Organizational Change Management 101. Those who attend this course can earn 2.5 PDUs: Technical Management (1), Strategic and Business Management (1), and Leadership (0.5).

The focus of the interactive training session is to introduce attendees to effective strategies to manage organizational change, specifically how to address organizational resistance to change through planning, communication, and reinforcement. Training documentation will be provided electronically via PowerPoint. (Slides will be emailed to participants following the session along with a course evaluation survey.) The course will be presented by Alluvionic, Inc., a Melbourne, FL-based Woman-Owned Small Business and a PMI Authorized Training Partner (ATP) organization, a CMMI® Institute Partner and a CMMC-AB Registered Provider Organization (RPO).

The timeline is as follows:

- 1:00 PM Registration Attendees arrive, check in, get situated
- 1:30 PM Introduction to Organizational Change Management
- 1:30 Welcome & Introductions Presenters will lead the group in self introductions asking each participant to stand and introduce themselves, their company, and their interest in OCM.
- 1:45 What is Change Management An overview of Change management and why it matters.
- 1:50 Prosci ADKAR® Model Introduction to the Prosci ADKAR® Model
- 2:00 Change Management Planning Overview of planning process with visual aids.
- 2:06 Communication Strategies for Success Overview of communication strategies and tactics
- 2:14 Implementation & Reinforcement How change is transitioned to day to day and monitored for sustainment
- 2:20 Review & Next Steps Recap and conclude training Section 1, introduce Section 2. Break attendees into teams of 3-5, head into break time encouraging networking among the newly formed teams.
- 2:30 PM Networking / Break Networking, move to new seats to accommodate teamwork for Section 2, etc.
- 3:00 PM OCM In Practice
- 3:00 Case Study Review Presenter to provide a high-level overview of scenarios and best practice approaches
- 3:10 Team OCM Scenario Breakout Exercise. Each team will be provided a scenario and will have 20 minutes to identify three approaches to address OCM Team OCM Scenario Breakout Exercise
- 3:35 Team OCM Scenario Presentations Each team will identify a spokesperson and will be allocated 3

minutes to present their scenario and approach to OCM

- 3:55 Closing Remarks

The Alluvionic presenters are Amanda Eubanks, ERP Program Manager and Elizabeth Huy, Director of Service Lines. Eubanks has spent 18 years in the Defense Industry in a variance of roles including finance, contracts, and project management. She has spent the past 7 years in Enterprise Resource Planning (ERP) implementations. She is a graduate of the University of West Florida with a Bachelor of Science in Accounting, the University of Phoenix with an MBA, and a PMP.

Huy is a seasoned public speaker with 17 years of experience developing and implementing projects. She is a graduate of Florida State University with a Bachelor of Science in Finance and Marketing, a PMP, and a graduate of Leadership Brevard.

Registration is \$40 (this is separate from the pre-SBIOI mixer), and you can register via the web at: <https://www.eventbrite.com/e/organizational-change-management-101-tickets-373307331277>

Sidebar: Alluvionic occasionally also offers virtual PMP training, and as a differentiator from other PMP “boot camp” type classes, the 35 hours of required training is spread across two weeks. For those seeking to attain their PMP certification, we will make the information available the next time Alluvionic offers remote PMP

## **POTENTIAL COLLABORATIVE PMP TRAINING CLASS TO BE OFFERED IN OCTOBER**

Alluvionic, the Melbourne, FL-based Woman-Owned Small Business (WOSB) presenting the Women In Defense session on July 12 at the Crowne Plaza (see page 6 of this issue) recently begun coordinating with PMI Space Coast to teach a Fall PMP Course. Any interest from PMI Charleston to run a combined course? If we can get to 20 students total, the price will be just below \$1,100 per student which includes books and supplies.

Two items of note regarding Alluvionic’s training:

- 1) Alluvionic is a PMI Authorized Training Partner (ATP). The ATP program provides training resources not available to all training providers. Benefits include access to ready-to-use, PMI-licensed and -approved training content, high-quality training instruction, and marketing and sales support to provide a competitive edge.
- 2) Unlike other PMP preparatory courses, this is divided over two weeks, so it’s not necessary to commit a continuous block to the 35 required classroom training hours.

Jason Havel, Alluvionic’s VP of Strategy and Business Development, shared the basic information he is working for the PMP Course with the PMI Space Coast Chapter:

- Tentative dates: Oct 17, 19, 22, 24, 26 (M, W, S, M, W)
- Times: 8:30 – 4:30 with 1 hour lunch break
- Alluvionic as the ATP provider with Dr. Jonathan Reed as the instructor.
- Standard 5-day course with PMBOK 7<sup>th</sup> edition, PMI study guide, practice test platform, etc., but as indicated by the tentative dates, it is spread across two weeks.
- The training is offered in a hybrid format with the option for virtual or in-person location at Strategy First office. This applies to the Melbourne, FL students but Charleston students are welcome to travel or participate remotely.
- Pricing – Discounted from the standard individual public rate. If we can get 20 students total to commit (virtual and in-person), the cost can drop to under \$1,100 per student, including training materials.
- Down payment upon booking the class and balance due prior to the class start date.

If interested, please email the PMI Charleston VPs of Member Services and Marketing and Communications at: [vp\\_memberservices@pmi-charleston.org](mailto:vp_memberservices@pmi-charleston.org) and [vp\\_marketingcommunications@pmi-charleston.org](mailto:vp_marketingcommunications@pmi-charleston.org).

# THE IMPORTANCE OF FINDING TIME TO THINK

By David Mantica, VP & General Manager, Software Education USA LLC  
[www.softed.com](http://www.softed.com)

The pace of business is moving SO fast people come to expect movement and activity as signs of success. The busy doctor concept or the “how many emails do you get a day” you hear from business people comparing importance. Taking this into consideration, it is easy to see what is happening. Thinking is in most cases a sedentary activity done with a pensive look. Even the word pensive which means thoughtful from a denotation prospective from a connotative prospective is used to convey a nervous or anxious mood. Thinking and reflection for any of us can look like nervousness. Think about this as a leader: you are in your office and not moving around or talking or active, so instantly people get concerned. Why not hyper movement, running around or pacing. No activity can mean no business. Nervous look? Fear for the future may be assumed.

It is so easy these days to get caught in this hamster wheel approach to business because we are besieged by smart phones, by apps and by people asking for a piece of our time and expecting us to respond to every input immediately. It's the now culture and despite viruses and market madness nothing has really slowed down. Does keeping the spin around with activity and things will work out mindset ever cease? Not today. It is scary. The problem? As things move faster in our smart, always-on world we need less activity and more thinking, potting and careful analysis. Of course we still need fast decision making and quick turnaround based on real time needs and data. But much of this can occur after thought out considerations related to impact.

How and when do you find the time for thought and consideration, especially in the world of constant activity? Below are some strategies and ideas you can use to take time to think:

**Repeat After Us.** Practice these lines for taking time to think: “Need more time to decide”; “Need more time to think about”; “Need more time to consider”; “I would like to think through some of these points”; “Great ideas and thoughts, I will get back to you shortly once I have had time to consider.”

**The Decision Period Power.** Never let someone dictate the decision period. When someone brings you something and they loom over you waiting for an answer, don't fall prey to their need for activity. Simply ensure you understand the issue through some basic questioning and use one of the lines above.

**Breath, Back Off and Count.** Like the old adage of counting to ten before responding to an “upset” email or confrontational comment, do the same when put into a situation where you need more time to think through a situation. Wait a few moments or count to ten and use one of the lines from above.

**Follow Through Matters.** Flip side, once you use one of these lines or one of your own, you MUST follow through. You never want to get the reputation of procrastination or indecisiveness. Meaning base the amount of time you take to think based on the priority of the activity and be sure to think and follow up.

Now where do you find time to think? The above ideas gives you a perspective on how to get the time but now you have to find the time to do the actual thinking.

**Find A Place.** Some locations/times to consider: Shower; Meditation (almost anywhere); Morning, afternoon or evening walk; 30 mins. First thing in the morning when you get to the office; 30 mins. Last thing you do before you leave for the day; Car commute; Solo lunch; Lunch with one person to brainstorm; Specifically scheduled time during the day (on your daily calendar).

**Plan and Prepare.** It is difficult to get thinking time during the work day without really planning and preparing for it but it is possible, with the right preparation. To make the most of your time, consider the specific topic you will use during the thinking time (critical), some bullet points to help understand the problem (reference points), a couple of ideas for and against what you are thinking about, and if possible, take one of the for and one of against and go to or three layers beyond the initial decision.

**Frame It Right.** The frame of reference for the thinking period is important, it helps your mind focus on the issue and get the most out of the time. So if you do anything to prepare, make sure you are set on the topic of thought before you start thinking.

**Look Outside of You.** Getting someone outside the impact zone of what you are considering to help you is a great way to speed the thinking process and get more creative. Basically a “think-storm” session (like a brainstorming session but with a specific focus) where you and the other person think outline on the focus topic.

The differences you will find in your actions/decisions/plans made with thought verses made on the fly will be seen very quickly. You will feel more empowered. Your actions/decisions/plans based on thinking will be easier to justify and be easier to sell and support. You will gain a great sense of purpose because you can “own” the action/decision/plan instead of feeling coherence/pressured. Finally, you will reduce mistakes, missteps and rework which will give you and your team even more time.

No one is perfect, and even with extra thought an action/decision/plan can end up being wrong. But you may lessen or eliminate the regret and guilt over the decision when you know you gave it proper thought.



About the author:

David Mantica has been a frequent presenter to PMI Charleston on topics such as Practical Adaptive Leadership, Human Work Machine: How our Brains Impact our Success, and Business Agility Mindset in the Face of VUCA. David has 25 years of business-to-business services, consulting, coaching, and training industry experience in roles from operations, service delivery, marketing, product management and executive management. Currently David is the VP and General Manager for SoftEd US, a leading provider of transformational training services, working to support companies in embracing agile methods for achieving business results. Along with his work at SoftEd, David

provides business owner coaching services to several companies in the Raleigh-Durham area through DTM Services.



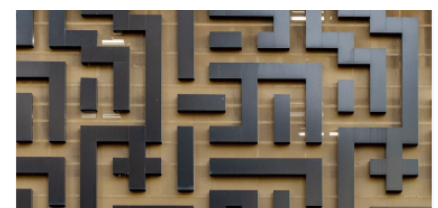
**HERE'S A COOL MEMBERSHIP BENEFIT TO EXPLORE:**

[PMI Picks™](#) where **BIG IDEAS** come in **SMALL PACKAGES**.

PMI Picks™ are smart, bite-sized project management and power skill learnings. This PMI-approved content is only 2-12 minutes in length and available in text, video, and audio formats. Engaging with PMI Picks™ is a quick and easy way to learn on-the-go.

To give you an idea, [Do You Have an Agenda?](#) is a 4-minute read that can help you learn to manage time AND includes an agenda template you can download, tailoring it to your needs.

Search the entire library (by topic and/or format) to hone your change-maker and project knowledge, improve leadership and other power skills, or gather interesting talking points to share with peers, co-workers, and stakeholders.



▶ PODCAST

**Podcast: Make More Informed Decisions**

🕒 5 min listen | 🆕 New

[Decision Making](#)

From risk registers to lessons learned, hear how project leaders use data to make the right calls....

📖 8 VIEWS 8 LIKES

## Find PMI Charleston on Social Media



Our community holds a wealth of knowledge and experience. Get engaged!

**Slack:** For PMI Members only (except students) – your request to join will be approved by an admin. This is a great tool for communication and collaboration. We have channels (organized around topics) for Job Postings, Mentoring, Monthly Chapter Meetings, PMI Testing, Students, Volunteers and more. Members are encouraged to join and share info, ask questions, network with fellow PMI Charleston members.

**Facebook Group:** Public group to promote PMI Charleston news and events.

**Linked In Group:** Approval needed to join, all members can post news and announcements. This is where we share announcements about PMI Charleston chapter meetings, PMI events of interest to our community, project management content, and other news that members might be interested in. Members are encouraged to post about jobs, networking, PM best practices, blog posts/newsletters/articles – to support fellow chapter members and build our community.

**PMI Charleston Website:** Look to our website for the calendar of chapter events, bios of our board members, volunteer opportunities, and information about professional development.

**Meet the PM:** Introduce yourself to the Chapter by filling out this brief form. We want to hear from you!