



Final Project

PHARMACY APP

group 9 | final project | 11-3-2022

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Table of Content

Table of Figures	5
1 Introduction	6
1.1 Strategy	6
Vision Statement	6
Mission Statement	6
SMART Model	6
Performance measurements indicator (Lead/Lag)	8
Project Charter Model	9
Governance, Structure, and Process	12
Organizational Structure	12
Practical and Scientific Bases	13
Project Office Model	14
Compliance and Values	15
Compliance, Standards, and Regulations	15
Check Compliance Model	15
Checklist Model for Project Stages	16
Power and Interest	19
Stakeholder register	19
Networks (Strength/Interest) and (Influence/Strength)	20
Logical Diagrams for The Register of The Stakeholder	21
Culture and Values	21
Organization Culture	21
Proposals of The Organization's Values That Can Be Adopted	22
Self-Management and Communication	22
Self-reflection and self-management	22
"3" Personal Behaviors of The Student That Can Influence The Project &	22

Behavior Study for each one of the “3”	22
Personal Integrity and Reliability	24
“3” Behaviors That Contradict Moral Integrity	24
Behaviors Influence on The Works of The Project and The Relationships	25
Personal Communication	25
Register of The Stakeholder	25
Personal Communication and Effective Communication	25
Shapes, Models, and Channels of Personal Communication	26
Communication Matrix	26
“3” Wrong Scenarios of Communication	28
Stakeholder Assessment Matrix	29
4.1.1 leadership model and which is preferred for project leadership.	31
1.Affiliative Leadership model	31
2. Authoritarian / Commanding /The Boss/Autocratic Leadership model.	31
3-Coaching Leadership model.	31
4-Democratic Leadership model	32
5-Laissez-faire Leadership model	32
6-Pacesetting Leadership model	32
7-Transformational / Visionary Leadership model.	32
Democratic model is preferred for project leadership.	33
4.1.2 the reasons for which such a leadership model is preferred.	33
4.1.3 Five proposals for the motivation methods that are compatible with the nature of the project.	34
4.2.1 RACI model for administrative measures in the project.	37
4.3.1 conflict and crisis.	38
4.3.1.2 concept of conflict	40
4.3.2 three expected scenarios of the conflict’s events in the project.	42

Strategies to deal with conflicts	44
Root Cause Analysis	46
Human Recourse Distribution	47
Analyze the influence of conducting Crashing and Fast-tracking process:	51
5.2.1 Develop general rules for the negotiation process:	51
5.2.2 Prepare 2 negotiation plans:	55

Table of Tables

Performance measurements indicator (Lead/Lag)	5
Project Charter Model	6
Checklist Model for Project Stages	13
Power and Interest	16
Communication Matrix	24
Stakeholder Assessment Matrix	27
RACI model for administrative measures in the project	34
Human Recourse Distribution	50
Develop general rules for the negotiation process	52

Table of Figures

1.0 Organizational Structure	11
2.0 Check Compliance Model	15
3.0 S/I network	20
4.0 I/S network	20
5.0 Logical Diagrams for The Register of The Stakeholder	21
6.0 SWOT Diagram	24
7.0 Shapes, Models, and Channels of Personal Communication	26
8.0 Human Recourse Distribution	30
9.0 Negotiation Process	32

1 Introduction

1.1 STRATEGY

1.1.1 Vision Statement

Our vision is to be the greatest middle platform for delivering and supplying medicines from pharmacies and serve more clients each day. Simplify the process of finding medicines with alternative options.

1.1.2 Mission Statement

Our mission is to become the number one distinguished pharmacy medicines supplier in KSA by providing clients with multiple pharmacies to supply medicines to them in under 24 hours from requesting with 90 percent user satisfaction.

1.1.3 SMART Model

The project objectives in SMART Model:

Specific: Grow the number of weekly users of our pharmacy supply platform by increasing the number of medicines that the client can request and allowing in-app payment in order to receive the desired supplies.

Measurable: Increasing the number of our weekly users by 500 clients of our pharmacy supply platform by making a predefined list of 5000 known medicines that the client can request the payment in order to receive the order.

Attainable: Increasing the number of our weekly users by 500 clients of our pharmacy supply platform by making a predefined list of 5000 known medicines

after consulting experts. Clients can request medicines payment in order to receive the products.

Realistic: Increasing the number of our weekly users by 500 clients of our pharmacy supply platform by making a predefined list of 5000 known medicines after consulting experts. Clients can request medicines to be processed with the payment in order to receive the order. Because sick people or clients that want to have easier procedures will use our platform continuously and growing it will increase our profit margin.

Timeframe: Increasing the number of our weekly users by 500 clients of our pharmacy supply platform by making a predefined list of 5000 known medicines after consulting experts which will be finalized by 15/4/2022. Clients can request medicines processed with the payment in order to receive the order in less than 24 hours from the request. Because sick people or clients that want to have easier procedures will use our platform continuously and growing it will increase our profit margin.

1.1.4 Performance measurements indicator (Lead/Lag)

Strategic Objective	Lead Measure	Lag Measure
- FINANCIAL PERSPECTIVE		
Improve profit margin	Add more features	Profit margin
Reduce overall cost	Add more features and neglect any unneeded elements	Expense costs
- CUSTOMER PERSPECTIVE		
Increase customer satisfaction	More features and pharmacies	The satisfaction score
Decrease customer attrition	Improve customer services	Number of customers
- INTERNAL PROCESS PERSPECTIVE		
Improve knowledge base	Number of articles and research submitted	Knowledge base in place
Reduce operational problems	Hours spent with customer	Service error rate
- LEARNING AND GROWTH PERSPECTIVE		
Better communication	Information availability	Employee satisfaction
Personal goals alignment	Goal alignment	Revenue per employee

1.1.5 Project Charter Model

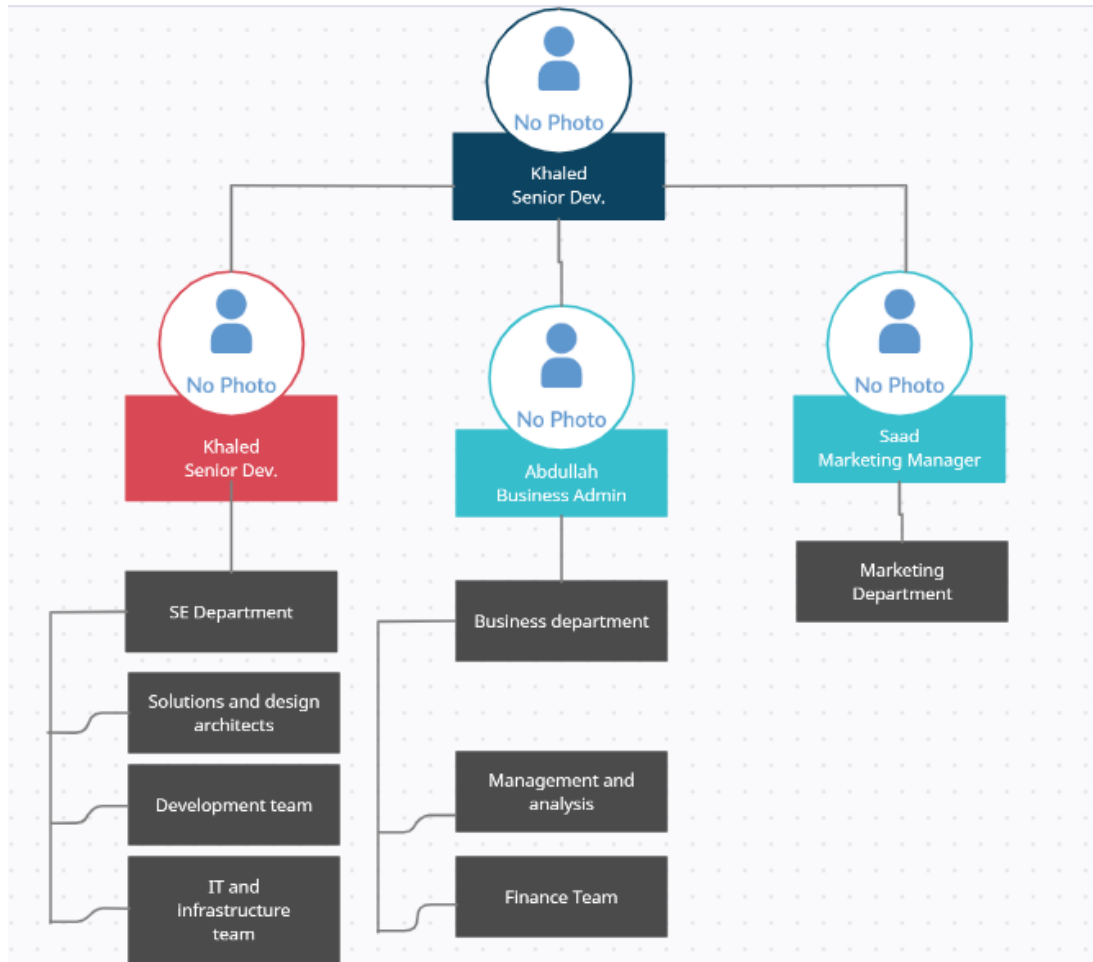
Project Charter			
Project Name	Pharmacy Medicine Supply Management (PMSM) System		
Project Sponsor	Mr. Ahmed	Project Manager	Mr. Anas
Date of Project Approval	10 th January 2022	Last Revision Date	15 th February 2022
Project Description	To introduce a new pharmacy medicine supply management platform that ensures the efficiency of the communication between clients and pharmacies.		
Scope	This system is introduced to enhance the medicines supplying process by ensuring the implementation of communication between clients and pharmacies. In scope The system scope includes clients who want to benefit from medicines and to be supplied from pharmacies in the platform. Out of scope The system will not include and provide any doctors visit to make through the platform.		

Business Case	To increase supply efficiency. To reduce the communication time and complexity between suppliers (Pharmacies) and clients by 75%. And, to increase their satisfaction points by 90%.		
Constraints (In Priority Order)	Time	6 months	
	Budget	8 developers + 1 Marketeer 450,000 SAR	
	Scope	Client and Pharmacy	
	Quality	Prioritize time over quality	
Project Deliverables	An analysis and documents of the statistics and details of the project And a platform system to assist pharmacies and clients		
Benefits (Measurable Results)	(KPI – BUSINESS CASE)		
	KPI	Baseline	Goal
	Satisfaction	10	19
	Communication complexity	20	35
	Easy to use	10	18
Steering Committee	Pharmacy manager	Project Team	Marketeer
	Sponsor of the project		8 developers
	Transportation manager		
Key Stakeholders	Name		Success Criteria

	Mr. Ahmed (Sponsor)	Approving the project
	Pharmacy managers	Accepting project idea
Risks	The team has no professional experience specializing in the supplying management system, prices of medicines and procedures in Pharmacies.	

1.2 Governance, Structure, and Process

1.2.1 ORGANIZATIONAL STRUCTURE



1.0 Organizational Structure

1.2.2 PRACTICAL AND SCIENTIFIC BASES

In order to develop the project structure some practical and scientific methods and bases were used and adapted for a more concrete structure of the system.

Scientific bases:

For scientific bases, some methods and research were adopted in this project. Methods and observations were conducted and reviewed from literature reviews and teams to make an analysis of the suitable structure of the project we have.

Practical bases:

For practical bases, there was some development and facilitator implementation in the structure of this project. There were some selected staff interviews and practical bases are moving around the knowledge area of PMs such as implementing risk management, scope management, cost management, and other PM areas of knowledge. Documents and approved documents were also done in order to develop and maintain the project structure.

1.2.3 PROJECT OFFICE MODEL

Strategic planning and governance:

For this project, the planning is maintained in a way to aligns business goals. A cost-benefit analysis was conducted, and a project charter was maintained to assign criteria of the project that can resolve and work perfectly to end up the project's success.

Best practices and process:

To follow up with the best strategies in this project, the team will be using tools and software in order to communicate and manage their tasks. This will include project management tools to assign tasks and schedule them to finish them up at the specified time.

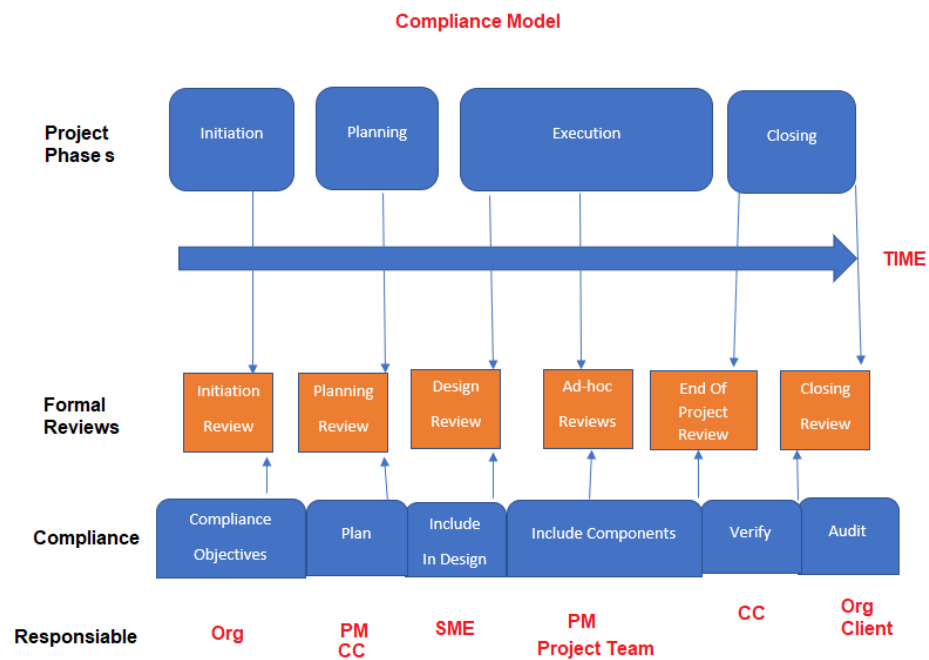
Defining the project management methodology:

This project will be going with an iterative approach such as Agile or incremental approach and this will be considered when the project is accepted and started.

2 Compliance and Values

2.1 COMPLIANCE, STANDARDS, AND REGULATIONS

2.1.1 Check Compliance Model



2.0 Check Compliance Model

2.1.2 Checklist Model for Project Stages

Checklist				
Project stages checklist				1/2/2022
	Verification			
Stages	Started	Done all phase specifications	End	Comments
Start	✓	✓	✓	Finished all required points in start phase documents for this project
Plan	✓	✓	✓	Maintained the planning documents of this project by building models and conducting scheduling
Achieve	✓	✗	✗	On going
Close	✗	✗	✗	-

	1 Start		
	Yes	No	Comments
Project idea	✓		-
Assign project sponsor	✓		-
Maintain project charter	✓		Will be updated
Assign team and PM of the project	✓		-

	2 Plan		
	Yes	No	Comments
Maintain project plan	✓		-
Scheduling	✓		-
Deliverables	✓		-

	3 Achieve		
	Yes	No	Comments
Performing requirements document	✓		-
Managing the team	✓		-
Performing design document	✓		-
Implementing the platform		✗	On going

	4 Close		
	Yes	No	Comments
Providing all deliverables		✗	-
Final document of the project		✗	-
Project control and update		✗	-

2.2 POWER AND INTEREST

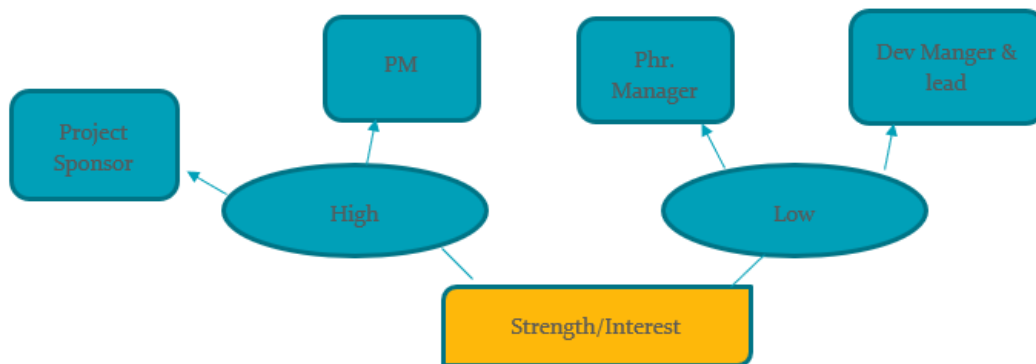
2.2.1 Stakeholder register

Stakeholder Name	Role	Designation	Communication Requirement	Influence Power (H/L)	Influence Interest (H/L)
Ahmed	Sponsor	CEO	Formal documents	H	H
Anas	PM	Sr. Developer	Emails	H	L
Khaled	Developer	Sr. Developer	-	L	H
Nasser	-	Phar. Manager	-	L	L

2.2.2 Networks (Strength/Interest) and (Influence/Strength)

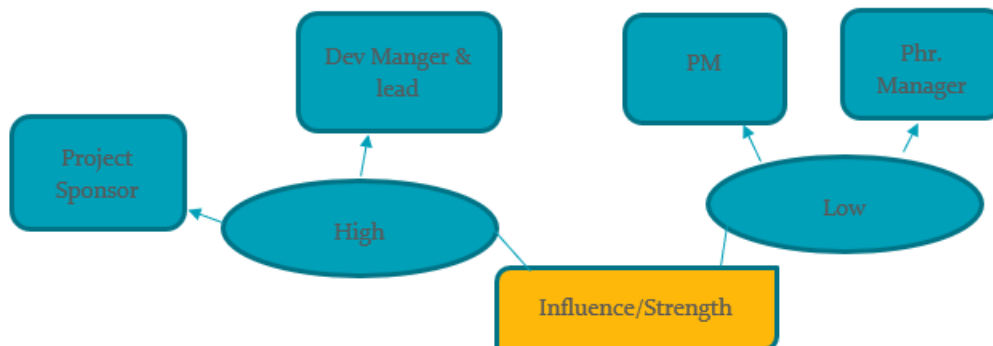
For the networks we have two networks for the strength and interest and the other for the influences.

1: S/I network



3.0 S/I network

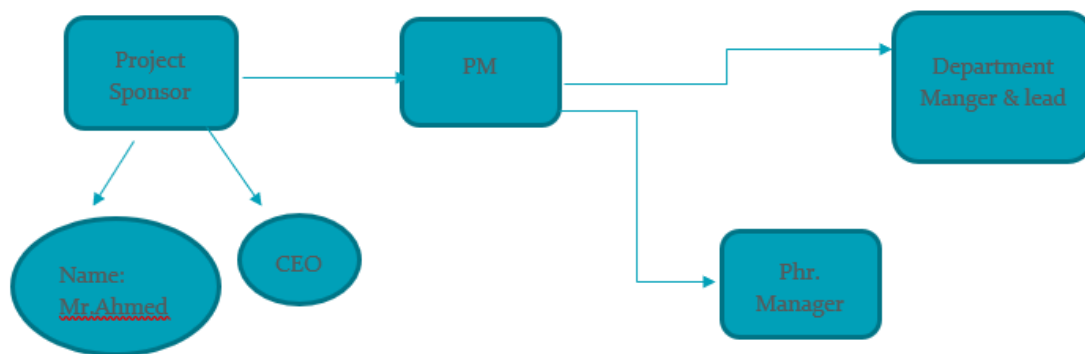
2: I/S network



4.0 I/S network

2.2.3 Logical Diagrams for The Register of The Stakeholder

The logical diagram shows the levels and the attributes in which each registered stakeholder has, and it is represented on the level from up to low going by three-levels from left to right. As we are having the sponsor at first then we have the project manager for this project to direct and then we have other department managers as stakeholders for this project.



5.0 Logical Diagrams for The Register of The Stakeholder

2.3 CULTURE AND VALUES

2.3.1 Organization Culture

For the organization's culture is maintained and standardized to be upon the social and material of the work in this project. The culture basically works between members as a hierarchy that starts with the higher management, then we have department managers and leads and ends with team members. This maintains a culture in which his work is directed and assigned from the higher management.

2.3.2 Proposals of The Organization's Values That Can Be Adopted

Once we obtain our organization's mission and vision, it becomes easier to define the values that will help us achieve our goals. These values can be integrity, innovation, collaboration, and teamwork. All of them work for the project's success.

3 Self-Management and Communication

3.1 SELF-REFLECTION AND SELF-MANAGEMENT

3.1.1 "3" Personal Behaviors of The Student That Can Influence The Project &

3.1.2 Behavior Study for each one of the "3"

Time management

Time management can be a critical trait that influences the project success. The project team having this behavior unstable will make the project outcomes overdue and affected negatively. Reasons for delaying and not having clear time management could be due to having multiple tasks and pressure that cause the time to be stressed.

Also, having unclear tasks would result in bad time management as well. To eliminate such behavior from happening regarding the time, tasks should be set clearly during the planning and conducting multiple analyses to ensure the duration of each task and manage the time efficiently.

Motivation

Team members could be not interested or motivated in the project outcomes and work. This will result in unwanted bad outcomes. The reason for that is due to the unclear tasks that can make team members confused and not willing to work as desired. The project manager can define a set of clear tasks to eliminate having decreased motivation in the project and perform rewards for each completed task to enhance the motivation.

Communication

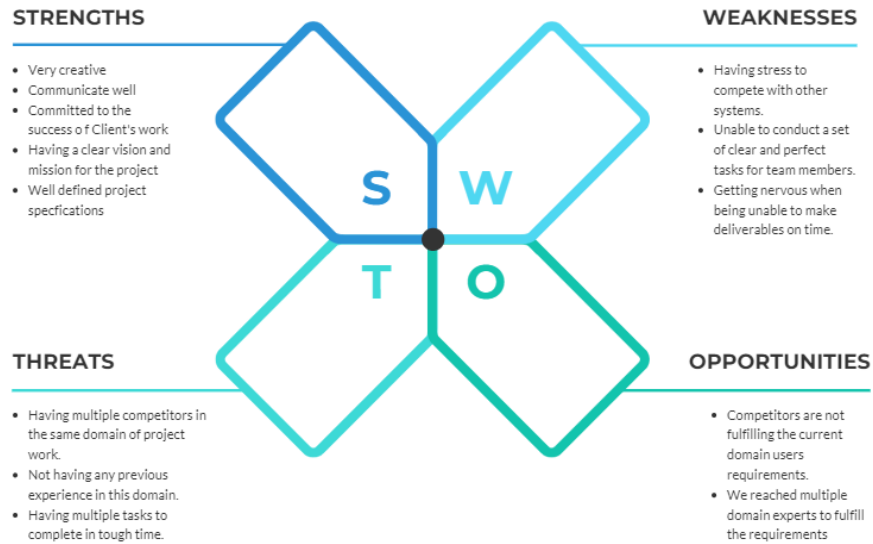
In most cases, planning tasks might not be the biggest problem for project managers. Instead, the greatest challenge for manager

s is how to communicate what they want from their project team. During a project, there are a lot of open communication channels between project team members and stakeholders.

In this extensive exchange of information, it can be extremely hard and difficult for people to avoid confusion. Therefore, it is extremely important to identify which of these channels yield positive and fruitful interactions.

As project managers, we need to establish a conducive environment for nurturing positive interactions between team members. Doing so clears out any confusion and allows your team to work in cohesion and produce better results. Self-Professional Assessment using SWOT

SELF PROFESSIONAL ASSESSMENTSWOT ANALYSIS



6.0 SWOT Diagram

3.2 PERSONAL INTEGRITY AND RELIABILITY

3.2.1 “3” Behaviors That Contradict Moral Integrity

Dishonesty:

Being not honest during the work contradicts moral integrity. Without being honest at the work providing real problems that are faced by reliable work, the work will not be successful anymore.

Disloyalty:

Being loyal to the project team and the organization improves the success of the project. Not being loyal can lead to not respecting the project policies and affect other team members with this behavior that contradicts the integrity of the work.

Undependable:

If you are not dependable then assigning tasks to you is extremely hard. The team will not rely on undependable members, and this will affect the success of the project and contradicts moral integrity.

3.2.2 Behaviors Influence on The Works of The Project and The Relationships

These behaviors affect and influence the work of the project as the team will not depend on or rely on members who embody these behaviors. This will break relationships within the team as they are not going to rely on or communicate well as these behaviors contradict moral integrity causing the project to be unable to succeed or meet expectations.

3.3 PERSONAL COMMUNICATION

3.3.1 Register of The Stakeholder

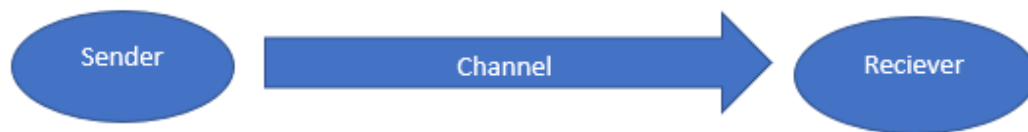
For registering the stakeholders of this project, multiple stakeholders were included from the project sponsor and higher departments in the organization. The project manager is directing and facilitates the work of the project. The pharmacy managers are giving their requirements for the platform. The development and other departments are engaging in this project. Communication to each department happens by the higher manager or leads in each department engaging as a stakeholder to this project and contributing and influencing the project work and success.

3.3.2 Personal Communication and Effective Communication

Personal communication can be done among members in the same team under a specific department to interact and communicate with each other. Effective communication between them can occur to work upon problems that are being solved by them for the project. However, very effective communication is encountered outside the department I where the project manager or other managers communicate effectively with different

departments or sectors to gather works and tasks concretely to be worked on and finished on the specified criteria and time.

3.3.3 Shapes, Models, and Channels of Personal Communication



7.0 Shapes, Models, and Channels of Personal Communication

For the personal communications that can happen in the work of the project the structure for the personal communication consists of sender and receiver. Here we have the channel in which the two communicate. This channel can be text, email, software tools, voice (face to face), or by phone. This communication can be maintained in many shapes in which one member interacts with other members from various working departments that are dealing with the project work.

3.3.4 Communication Matrix

COMM.	PURPOSE	MEDIUM	FREQUENCY	AUDIENCE	OWNER	DELIVERABLE
Planning	Introducing a project. Review objectives and goals.	In-person / Face-to-face	Once	Project team Project sponsor Stakeholders	Project manager	Agenda

Project Requirements Gathering	Review status of project	Face-to-face or Conference call	Weekly	Project team	Project manager	Agenda Project schedule
Technical & Creative Design Meetings	Discuss, review technical & design problems and solutions.	In-person / Face-to-face	As needed	Technical team Creative team	Technical lead Creative lead	Agenda
Monthly Project Status Meetings	Update leadership on project status.	Face-to-face or Conference call	Monthly	Project manager Stakeholders	Project manager	Slide presentation Project schedule
Project Status Reports	Detailed report on project status including progress, costs, and problems.	Email	Monthly	Project manager Stakeholders	Project manager	Project status report Project schedule
Project development	Maintain and work on the platform deliverable	Using Software to communicate or at office	As scheduled (Every workday)	Project manager Technical and development team	Project manager and Development lead	Project platform

3.3.5 “3” Wrong Scenarios of Communication

Scenario 1:

The first wrong scenario could happen if the development communicated directly to stakeholders and other managers. This can affect the management and the planning structure of the desired communication and hence it should be done by the lead or the PM of the project.

Scenario 2:

The second scenario can happen if the departments communicate directly with each other causing many conflicts to happen that can not be handled.

Scenario 3:

The last scenario might end up with wrong communication if the medium or specified structure of the communication was not adopted by the team itself and instead another medium or tools were used to communicate.

3.3.6 STAKEHOLDER ASSESSMENT MATRIX

Stakeholder Name	Impact <i>How much does the project impact them? (Low, Medium, High)</i>	Influence <i>How much influence do they have over the project? (Low, Medium, High)</i>	What is important to the stakeholder?	How could the stakeholder contribute to the project?	Strategy for engaging the stakeholder

<i>Project sponsor and higher department Mr. Ahmed</i>	<i>High</i>	<i>High</i>	<i>Directing and investing on the project idea</i>	<i>Providing the team and the project with all investments and resources to carry on the project</i>	<i>Monthly round-table discussions</i>
<i>Project Manager Mr. Anas</i>	<i>High</i>	<i>Medium</i>	<i>Maximizing quality of project work</i>	<i>Communicate with other stakeholders to express their support and directing the team on the project</i>	<i>Information and feedback meetings every workday</i>
<i>Pharmacy managers</i>	<i>Low</i>	<i>High</i>	<i>Getting a good story</i>	<i>Providing with data and features that could be done to the platform to maximize efficiency</i>	<i>One meeting every month</i>

4.1.1 leadership model and which is preferred for project leadership.

Leadership is defined as the ability to stimulate and arouse the interest of a group of individuals, and to unleash their energies towards achieving the desired goals with effectiveness and enthusiasm, and leadership can be defined as the ability that distinguishes the leader from others by directing him to others in a way that can win their obedience, respect and loyalty, sharpen their motivation, and create cooperation between them in A way to achieve a goal by itself (Jetu & Riedl, 2012).

1.Affiliative Leadership model

Are one of 7 styles of Emotional leadership and promotes positivity, a harmonious workplace and team building. This leadership style focuses on conflict resolution and creating personal connections between employees and their managers to build a sense of community and trust.

2. Authoritarian / Commanding /The Boss/Autocratic Leadership model.

Is centered on the boss. the leader holds all authority and responsibility. The leader centralizing decision making and limiting participation. leaders make decisions on their own without consulting subordinates. They reach decisions, communicate them to subordinates and expect prompt implementation. One of the famous examples for an authoritarian is of Napoleon Bonaparte and Hitler.

3-Coaching Leadership model.

Coaching leadership involves teaching and supervising followers. A coaching leader is highly operational in setting where results/ performance require improvement. Basically, in this kind of leadership, followers are helped to improve their skills. coaching leadership does the following motivates followers, inspires followers and encourages followers. A coaching leader is A great mentor is a pioneer who also has a remarkable

ability to instruct and train. They prep individuals to enhance both information and skills. (build the skills of others).

4-Democratic Leadership model

In this leadership style, subordinates are involved in making decisions. Unlike autocratic. This leadership is centered on subordinates' contributions. The democratic leader holds final responsibility, but he or she is known to delegate authority to other people, who determine work projects. His style of authority depends on the group been counseled and their feelings being esteemed.

5-Laissez-faire Leadership model

Laissez-faire leadership gives authority to employees. (LEAVE IT BE) Subordinates are allowed to work as they choose, with complete freedom to make decision. with minimal or no interference. This kind of leadership has been always found to be the least satisfying and least effective management style.

6-Pacesetting Leadership model

Pacesetting leadership is when the leader sets an example of high performance, high pace and high-quality. Team members are expected to follow suit, and the pacesetting leader values results more than anything. This is 'lead by example' (do as I do, now). Leader is highly focused on performance and expects the same of the team. Works best with teams that already preformat a high level. Role model, high standards.

7-Transformational / Visionary Leadership model.

The transformational leadership style is one of the most implemented styles. It has integrity, defines clear goals, encourages clear steps to communication and expressive. This type of leader inspires their team to work together towards a common target. Transformational leaders combine the best practices and are leaders who are trusted and can motivate others.

Democratic model is preferred for project leadership.

The democratic leadership vogue is depicted by leadership that depends on human relations, participation, and delegation of authority. Democratic leadership depends chiefly on healthy human relations between the leader and his subordinates that square measure supported satisfying their wants, making cooperation between them and finding their issues.

The democratic leadership adopts methods of persuasion, martyrdom and facts, considering individuals' feelings, feelings, dignity and importance in achieving goals and the need to involve them in decision-making in order to motivate them to cooperate. Therefore, the democratic leader enjoys the opinions of his followers, expresses their ideas, provides them with the necessary information and guidance, and plays an effective role in developing innovation and Achieving cooperation and unleashing the capabilities and energies of his subordinates, and democratic

leadership is based on foundations that are:

- Establish human relations with subordinates.
- Involving employees in some leadership tasks

4.1.2 the reasons for which such a leadership model is preferred.

In any workplace scenario, democratic leadership model is most preferred over other leadership meeting models. It was debatable for quite some time to consider coaching as a model of leadership or not. However, it is one of the most effective leadership models that doesn't lead directly but indirectly.

leadership models because it allows lower-level employees to exercise authority they'll need to use wisely in future positions they might hold. It also resembles how decisions can be made in company board meetings.

4.1.3 Five proposals for the motivation methods that are compatible with the nature of the project.

1. Provide Meaningful and Challenging Work

When people feel that the work, they are doing is meaningful - makes a difference in some way - and provides them with challenges that stretch them (but also mesh with their ability to achieve them) they become internally motivated. In other words, they don't need anyone standing around coercing them into higher levels of performance.

Regardless of the actual work that is being done, people generally want to feel a sense of:

Achievement, Responsibility, Enjoyment, Recognition

Even the most mundane of work can be motivating if the leader helps the team member put into context the value their work brings either to the consumer or to the organization.

Work that many see as demanding - for example being a doctor or an air-pilot may well become rote and uninspiring if the individual, is not regularly given the opportunity to extend him/herself. Similarly, work that for many may be rote and uninspiring, for example, a cleaner or a supermarket cashier can become challenging by incorporating other activities, that are meaningful to that person, into their daily work.

In other words, when you increase the scope of work to be done, to the level of the individual's capability, then people generally become more engaged and energized.

A great leader can help inspire and motivate people by getting them to see beyond the immediacy of what they are doing to the bigger picture. This story illustrates a great example of how hospital ward orderly can create meaning in their job.

Providing challenging work is also intrinsically motivating for people - most people want to feel that their potential is being regularly challenged. When the team leader provides the team member with the environment that enables, for example, learning new techniques or taking on additional tasks this can engage them more fully.

2. Set Clear Targets and Expectations and Measure Performance

Imagine you were bowling and no-one told you the aim of the game and each time you bowled the ball as it got halfway down the alley a curtain came down so you couldn't see how many pins you had knocked over.

How long do you think you'd remain interested, excited, engaged by the game? If you are like most people not too long!

It's the same in organizational life.

People can be all fired up and ready to give of their best, but if they don't know what is excellent performance, or don't know when they've performed excellently, or don't know what the aim of the game is ... you can pretty well shut the gate on motivation.

Spelling out specific targets, goals, and expectations for behavior and performance need not be anything complicated ... it just needs to be done and people need to get regular and timely feedback on how they are performing against those goals.

3. Give Regular, Direct, Supportive Feedback

Feedback - both positive and performance improving - is vital to continuous improvement and done well it motivates and inspires people to continually move toward using more of their potential.

Feedback needs to be timely, specific and presented in such a way that the individual is clear about what behaviors or skills they need to modify (or continue using) to improve

performance. If providing performance-enhancing feedback isn't a strength for you, then access the training "Successful Feedback".

4. Design People's Roles so They Can Use Their Strengths.

Assigning people to specific tasks and duties that play to their strengths is one of the best employee motivation techniques. Research has shown, more than anything, people who can make use of their strengths regularly while at work are more likely to work in teams that perform at higher levels.

When people are playing to their strengths on a regular basis - they feel effective, focused and fulfilled ... a win for them and for their organization. The person becomes more internally motivated ... feeling upbeat and enthused by what they are doing ... and will feel inspired to continue more. Read more about strengths in the workplace.

5. Enable Input and Choice in How Work Gets Done.

95% of people (regardless of their walk of life) want to do a good job, feel pride in what they do, have good relationships with their co-workers and feel they are contributing in a meaningful way. In other words, they are set up by their own internal nature to be a high performer.

Unfortunately, in many organizations managers turn the majority of their focus toward the 5% of people who are allergic to work and then instigate rules, policies and practices (such as close supervision) to control this 5%. As you can imagine all that does is demean, annoy and demotivate the 95% who are motivated to do their best. You are wasting the talent and natural motivation that the overwhelming majority of people bring to the workplace.

Provide people with a forum where they can provide their input into how work is performed. Giving people control over how they perform the work is intensely motivating.

4.2.1 RACI MODEL FOR ADMINISTRATIVE MEASURES IN THE PROJECT.

Informed	Consulted	Accountable	Responsible	Action/Task
All Users/OSS (only if not updated)		program Analyst	program Analyst	Verify that the daily database update ran successfully and act as the main point of contact /liaison for questions, problems suggestion for improvement.
Seals Managers		Sales Staff	Sales Staff	Use database to review and act upon daily available items list.
Seals Managers	OSS	Program Analyst	Program Analyst	Research error/problems reported, engage OSS for assistance if needed, and communicate status to sales staff and manager, as applicable.
Director		Sales Staff	Seals Managers	Monitor reports for workload and/or performance issues.
Director	Sales Staff	Seals Managers	program Analyst	System Admin Function: Update Assignment tables and reassign work in the system if /when needed

4.3.1 CONFLICT AND CRISIS.

This part of the research deals with finding the difference between the concept of conflict and crisis and finding the difference between them in some detail:

4.3.1.1 Crisis concept.

It is a defect that materially affects the entire system and threatens the main assumptions on which the system is based. Accordingly, at least two conditions are required for the existence of the crisis:

- a. The first condition: that the whole system be subjected to severe influence.
 - b. The second condition: the assumptions and postulates that the members of the organization believe in become challenged.
- Administrative approach to crisis management:

When addressing the concept of crisis, we find ourselves in connection with three distinct groups:

- a. The first group: embraces a historical and social point of view, they view crises as a result of a cumulative process, and that crises are a natural thing, as they result from the complexity of the technology they use.
- b. The second group: embraces a social, psychological and political point of view, which sees crises as a result of wrong decisions, and that the responsibility lies with individuals and groups.
- c. The third group: It attempts to combine the two previous points of view, as it affirms that crises are nothing but natural events that occur due to the complexity of systems, wrong decisions, and the interaction between technological systems and the person trying to manage them.

(1) The first element: determinism.

(2) The second element: freedom of will.

- classification of crises:

Crises can be categorized into groups, but this does not preclude some overlap between these groups.

1. An external threat against information includes all forms of attack on the organization by other organizations, with the intent of threatening information of a confidential nature or its registered rights.
2. A group related to failures and failures, including equipment failure or operator failure due to stress and physical error.
3. An external threat directed against the organization's economy, including attack by other organizations, with the intent of threatening the organization's economic position.
4. Heavy losses, including massive disasters that harm workers, residents and the environment.
5. Psychological threats, including various forms of attack carried out by mentally disturbed individuals, or outside the community and the organization, and inflict psychological disorders on individuals.
6. Occupational diseases, including deaths due to occupational hazards, such as lung damage caused by asbestos.

- Types of crises

1. In terms of external threat related to information

Infringement of rights - loss of information – counterfeiting - malicious rumors

2. In terms of the external threat against the economy of the organization

Blackmail – bribery - boycott

3. In terms of failure

defects in products - Factory or facility defects - Computer malfunctions -

Factory or facility defects - Weak security systems

4. In terms of psychological threats

Terrorism – tradition - Vandalism and product tampering outside the organization

Weak senior managers - malicious rumors - And the. Heavy losses and environmental accidents

4.3.1.2 CONCEPT OF CONFLICT

Conflict is a situation related to competition, in which the conflicting parties become aware of diminishing, and each party seeks to achieve its end at the expense of the other. Modern administrators defined conflict as an interactive state that shows disagreement, disagreement, and discord within or among individuals, or within or between groups.

(Pondy, conflict and crises 2004) also defined conflict as a disruption or breakdown in the means of normative decision-making, or in its techniques, which makes the individual live with difficulty choosing alternatives to action or performance.

(Robbins, entrance to management ,1993) defined conflict as a process that involves making an intentional effort by one person to obscure the efforts of another, by resorting to some form of obstacles that result in the frustration of the other.

The researcher believes that the conflict is the conflict resulting from the difference as a result of different visions, beliefs, ideas, programs and interests between two or more groups, and it may have justification, as in the struggle of peoples with their tyrannical regimes, or it may be otherwise, as in the ethnic and sectarian conflicts within the frameworks of citizenship and one homeland, note The intervention of many cultural,

social and political factors in activating and detonating conflicts and containing them within the accepted patterns. Therefore, there were peaceful conflicts affected by constitutionally and legally codified incidents and differences, and violent and bloody conflicts that did not adhere to any disciplined legislative or moral framework.

- The concept of conflict in the third world theory:

The concept of conflict is centered in the third universal theory on the need to reach a means to avoid disturbances and conflict that cause sabotage and destruction to society, and make the essence of this idea in the pursuit of human happiness as the real criterion in the process of change, so conflict appears when there are relationships that are not accepted by society. The Third Universal Theory also sees that the engine of human history is the social factor, that is, the national one. The social bond that binds individual human groups, from the family to the tribe, is the basis of the movement of history. The theory aims to eliminate all causes of conflict through its reliance on natural rights and rules, as the only mechanism for the salvation of society from all forms of contradiction and conflict, leading to the state of the masses.

- Multiculturalism and conflict

As a result of the multiplicity of languages, religions, and environments, cultures in societies are multiplied, diversified and struggled, for hegemony and control over the material experiences of peoples on the surface of the globe. Therefore, cultural diversity leads all peoples to be proud of their culture, which distinguishes them from other peoples.

4.3.2 THREE EXPECTED SCENARIOS OF THE CONFLICT'S EVENTS IN THE PROJECT.

Scenario 1: personal clash

Co-workers can find themselves in the midst of a workplace dispute over a personal clash. Different people see the world from completely different perspectives, and personality clash can occur simply because of conflicting work approaches, different cultural backgrounds or a variety of other reasons. Dealing with a personal clash can be difficult because often there is no specific problem leading to engagement.

When there is a personal clash in the workplace, it has to be dealt with, or workers end up feeling trapped in a hostile and tense work environment. If different characters create tension and discomfort, management must intervene and find a way to mediate. Pay attention to both sides and deal with the situation quickly so as not to continue to deteriorate.

Scenario 2: failure of communication

Lack of communication is clearly one of the most common reasons for a workplace conflict. When the instructions for a project or task are not clearly connected, this may result in a lot of time focusing on the wrong things. The result is tension and loss of productivity. Another example of failure to communicate is when an employee makes a comment that another is going the wrong way.

Resolving the non-contact dispute depends on making both parties express what could have been done differently. It is important to look at the situation and determine exactly what happened and why, and how to prevent failure to communicate in the future. Managers need to set clear expectations for future communication and clarify what is expected of each employee in their role. All parties concerned should practice effective listening to make sure they listen and understand each other.

Scenario 3: Conflict with management model

He leads managers in different ways and different people are comfortable with different management methods. Some managers are authoritarian while others are more lenient. An employee who likes to interact frequently with his manager will not be comfortable with the non-interventionist approach. Managers may set detailed goals for the employee without thinking about whether the employee may be cumbersome.

Effective managers can communicate with employees regardless of their preference for management style. Setting up weekly or bimonthly individual meetings gives employees an opportunity to express their concerns. Frequent meetings also help to ensure that the manager is aware of dissatisfaction or potential inconsistency so that they can work together towards a mutually acceptable solution.

4.3.3 STRATEGIES TO DEAL WITH CONFLICTS

Scenario 1: personal clash

Conflict 1: Altercation between coworkers

Strategies to deal with the conflict: Collaborating

Reason for Preference: it is a win-win resolution technique

- place the altercation parties in different rooms or areas and listen to their side of the story to identify the root of the conflict
- speak to each employee who attended the conflict and know their side of the story too to analyze the full picture of the conflict
- Work together with the employees to resolve the conflict and identify a solution for the conflict
- Implement the solution agreed on and follow up with each party of the conflict

Scenario 2: Failure of Communication

Conflict 2: Lack of communication between coworkers

Strategies to deal with the conflict: Confronting / Problem Solving

Reason for Preference: Makes finding a solution for the conflict a priority

- Define the reasons behind the lack of the communication problem
- Analyze the reasons and develop solutions
- Approve the solutions
- Establish communication standards
- Implement the solutions and follow up on it

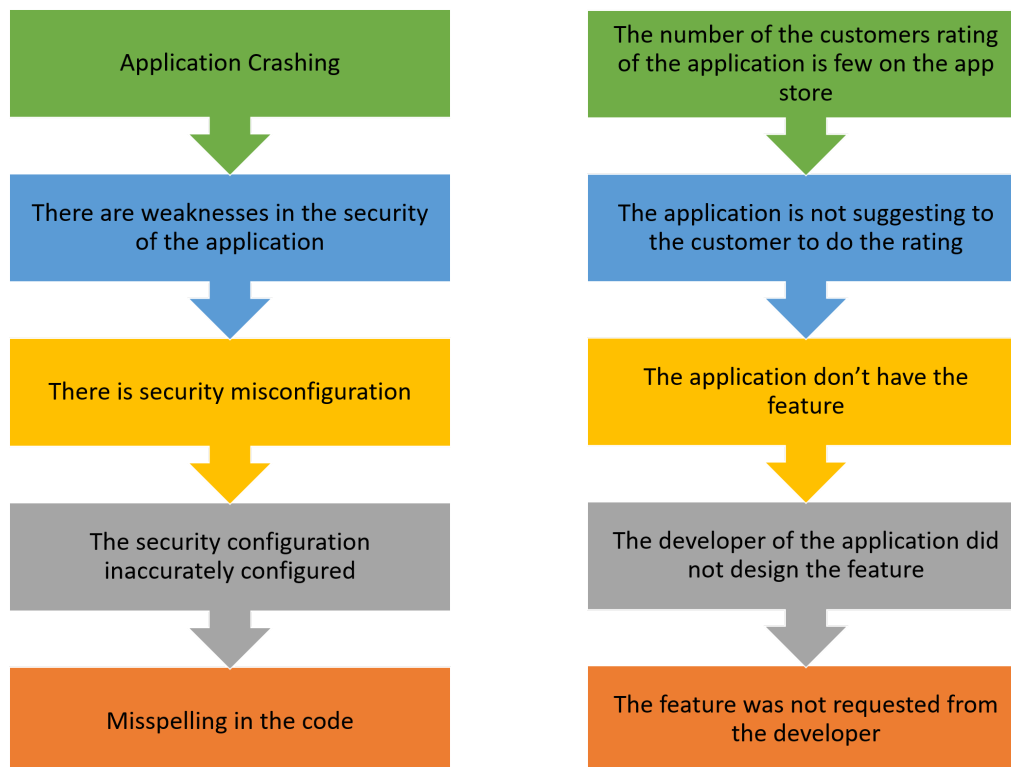
Scenario 3: Conflict with management model

Conflict 3: Different management models inside one organization

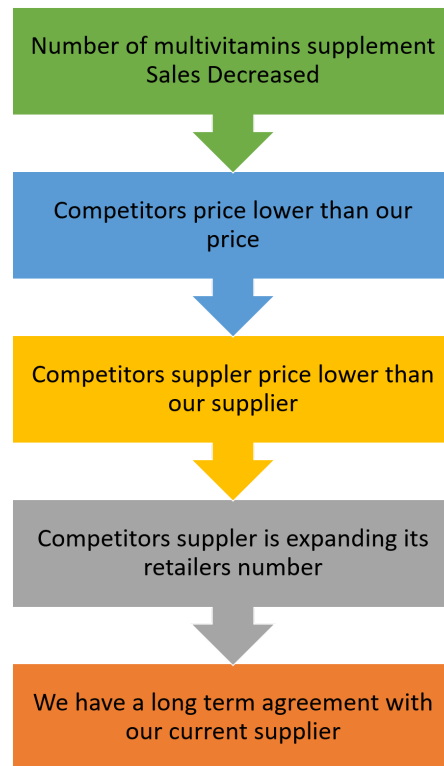
Strategies to deal with the conflict: Confronting / Problem Solving

Reason for Preference: Makes finding a solution for the conflict a priority

- Find how the organization want to execute its business
- Find how the organization want to innovate products, services, and future business
- Find how the organization want to improve the business in the future
- Find how to let employees perform at their highest level
- Develop a management model to reach goals
- Implement and monitor the performance



4.3.4 ROOT CAUSE ANALYSIS



5.1.1 HUMAN RECOURSE DISTRIBUTION

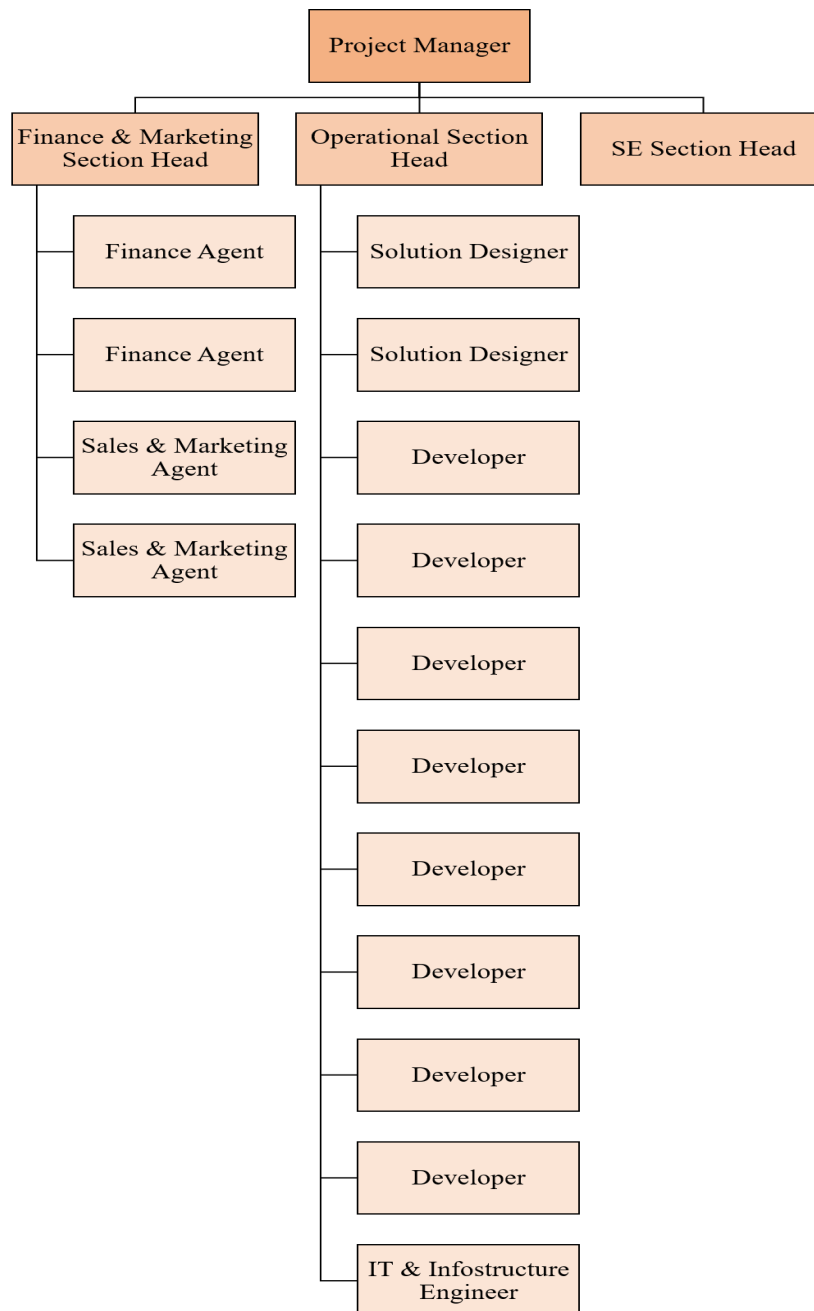
Management level	Position Title	Number of Employees
Higher Management	Project Manager	1
Middle Management	Finance & Marketing Section Head	1
	Operational Section Head	1
	SE Section Head	1
Operational Level	Solution Designer	2
	Developer	8
	IT & Infostructure Engineer	1
	Finance Agent	2
	Sales & Marketing Agent	2

- Project Manager Position Tasks:
 - Functional and technical designs
 - Working with key strategic partners
 - Create scope, requirements, timelines, and resource allocation
 - Analyze business requirements
 - Execute project plans
 - Develop functional requirements,
- Finance & Marketing Section Head Position Tasks:
 - Monitor the day-to-day financial operations
 - Prepare monthly and quarterly management reporting
 - Participate in strategic data analysis, research, and modeling for senior company leadership

- Support project analysis
- Manage financial accounting, monitoring, and reporting systems
- Ensure compliance with accounting policies and regulatory requirements
- Manage the team of financial analysts
- Coordinate strategic financial plan process
- Manage public communications, including print, digital, and video assets
- Manage content, updates and provide sales support
- Create marketing programs
- Operational Section Head Position Tasks:
 - Lead the operational team including setup and implementation of problem solution
 - Operations data collection, reduce cost per unit, eliminate errors, and deliver excellent customer service
 - improving tools and systems
 - Manage materials and inventory
 - Report cost plans
- Solution Designer Position Tasks:
 - Analyzing the technology environment
 - Analyzing enterprise specifics
 - Analyzing and documenting requirements
 - Setting the collaboration framework
 - Creating a solution prototype
 - Participating in technology selection
 - Controlling solution development
 - Supporting project management
- Developer Position Tasks:
 - Build an application that fulfills specific needs

- Find solutions to security threats, viruses, or errors that might hinder the performance of applications
- Carry out regular security and performance checks
- Remain current on technology trends to keep our application as innovative as possible
- Stay on track of the application lifecycle to ensure necessary updates are completed on time
- IT & Infostructure Engineer Position Tasks:
 - updating hardware required for maintenance of servers and the network
 - Fixing any network and connectivity issues
 - Detecting system and application issues
 - Ensuring the smooth flow of data and voice throughout the organization
- Finance Agent Position Tasks:
 - Prepare balance sheets
 - Process invoices
 - Record accounts payable and accounts receivable
 - Update internal systems with financial data
 - Prepare monthly, quarterly and annual financial reports
- Sales & Marketing Agent Position Tasks:
 - Build relationships with potential clients by seeking out their needs and offering solutions that our application can provide them with
 - Acquire new accounts through networking and outreach targeted at potential new clients and set goals to ensure that sales quotas are met
 - Maintain client satisfaction by keeping the quality of products and services high and meeting new client needs

- Track the sales cycle to see potential clients through the lifetime of their partnership with us
- Strategize new approaches for attracting clients



8.0 Human Recourse Distribution

5.1.2 ANALYZE THE INFLUENCE OF CONDUCTING CRASHING AND FAST-TRACKING PROCESS:

Fast Tracking vs Crashing

The reality of project management is that sometimes you will need to compress the project schedule and deliver the project's product, service, or result sooner than originally planned. Schedules are constantly subject to change; in most cases, schedules get longer as opposed to getting shorter, which can negatively affect the original schedule because the project team will not be able to complete it in the time available.

There is no reason to fast track or crash any activities that are not on the critical path; you won't gain any time on your overall schedule if you cannot shorten your critical path.

When Should You Use Fast-Tracking vs Crashing?

There are two methods that can be used to cut down how much time is spent on projects while maintaining the project scope: fast-tracking vs. crashing. Crashing is a method in which cost, and schedule trade-offs are examined to figure out the best way to obtain the greatest amount of compression for the least incremental cost. Crashing is used if fast-tracking did not save enough time.

Both fast-tracking and crashing should be used on important projects (those on the critical path) to have a real impact on the actual project schedule.

5.2.1 DEVELOP GENERAL RULES FOR THE NEGOTIATION PROCESS:

Negotiation Lifecycle



- Identify the issue
- Define the problem
- Decide whether to negotiate, dominate, acquiesce or avoid
- Understand the problem
- Define goals
- Build relationships
- People/roles
- Use standards
- Define your BATNA & improve it
- Define their BATNA & worsen it
- Generate alternatives
- Evaluate alternatives
- Select
- Reiterate agreements
- Capture agreements in writing
- Create an action plan & timeline
- Congratulate the other parties (never gloat)
- Follow up to assure the action plan is implemented
- Carry out the agreed upon solution
- Nurture relationships
- Check compliance (build this into the agreement!)

9.0 Negotiation Process

Rule	Project Management Example
1. Be patient	Dealing with a team member who is underperforming—and perhaps defensive—may be uncomfortable for a project manager, so the tendency is to get the encounter over with as quickly as possible. A better approach is to develop rapport with the person, ask for permission to provide feedback or suggestions, carefully answer any questions that come up, and take the time to reach satisfactory agreement.
2. Be positive	A principle of persuasive influence is to deal with people you like. A positive attitude with project sponsors helps build confidence and credibility in their minds. This means they engage more willingly with the PM in supporting the project and maintaining that support throughout the project lifecycle.

3. Gather information	Clients or customers have challenges that may be addressed by the outcome of your project. Ask probing questions about what they are doing...and listen to the answers. Review the relationship history, especially if support issues have come up and whether or not they were adequately addressed. Find out their timetable or deadline, both to purchase and then to implement the solution.
4. Float trial balloons	Ask “What if we could provide key features in Phase 1 and address other wants in later phases?” These questions make no commitments but do explore reactions from the other party about possible approaches they may be willing to consider.
5. Know your status	Project managers are closest to the action on most projects and have significant status attributable to the information they possess. Other stakeholders have status via the authority they have to allocate resources or dispense funds. The real opportunity to achieve better outcomes is when one side is anxious to reach agreement; the other side may then nibble to gain additional concessions, such as extend a resource’s time on the project or reduce features in order to meet cost or time pressures.
6. Know your opening offer	You estimate the project will take between 4 to 6 months. Ask the customer when they want it, and they may respond in 8 months, in which case you have a cushion. If the PM were aggressive and quoted first, saying 4 months (the bottom line), there is no room to negotiate. If the customer has no clue and may ask for 2 months, the PM can open first by quoting 6 months (the edge of the envelope) and have room to negotiate something in between.

7. Limit your authority	Try to negotiate with the decision-maker so you deal with them directly and get agreement quickly. When you are the decision-maker, have someone else negotiate on your behalf so you cannot be pinned down by hard core negotiating tactics. This provides opportunity to practice patience, review the proposal more thoroughly (instead of in an emotional moment), and to come back with counter proposals.
8. Know your bottom line	Two vendors have similar products where one has a slight edge and costs more. The PM wants the better product but has a strict budget limit of \$10K. Negotiations with the higher priced vendor proceed in order to get a lower price or arrange terms that fall within the budget limit. Use the limit to stand firm, negotiate with due diligence, and fall back on the other vendor if not successful. Knowing these limits determines whether to continue or walk away.
9. Be prepared	Have a risk management plan that provides advance notice of technology that may not work or tasks that take longer than planned. Clear trigger points invoke contingency plans calling for negotiations on the pros and cons of various options, leading to quick resolution. Preparation avoids being caught by surprise and having to invent options where none previously existed.
10. Never reward intimidation tactics	A PM whose does not push back against unreasonable scope, schedules, or resources is training sponsors to continue a demanding behavior. Instead, set expectations by negotiating the triple constraints at project start-up and when changes occur. Make concessions when the other side makes them as well. Do not give in to intimidation tactics or “the beatings will continue until morale improves.”

5.2.2 PREPARE 2 NEGOTIATION PLANS:

Plan 1:

Planning your negotiation

No amount of preparation is too much in approaching complex or high-stakes negotiations. Plan both your approach to the subject under negotiation, and your tone and communication style.

In approaching the subject of your negotiations:

- set your objectives clearly in your own mind (including your minimum acceptable outcome, your anticipated outcome and your ideal outcome)
- determine what you'll do if the negotiation, or a particular outcome, fails
- determine your needs, the needs of the other party and the reasons behind them
- list, rank and value your issues (and then consider concessions you might make)
- analyse the other party (including their objectives and the information they need)
- conduct research and consult with colleagues and partners
- rehearse the negotiation
- write an agenda – discussion topics, participants, location and schedule.

In deciding your communication style, familiarise yourself with successful negotiating strategies. Arm yourself with a calm, confident tone and a set of considered responses and strategies to the tactics you anticipate.

Engaging with the other party during the negotiation

- Introduce yourself and articulate the agenda. Demonstrate calm confidence.
- Propose – make your first offer. The other party will also make proposals. You should rarely accept their first offer. Evidence suggests that people who take the first proposal are less satisfied and regret their haste.
- Check your understanding of the other party's proposal.

- Remember your objectives.
- Discuss concepts and ideas.
- Consider appropriate compromises, then make and seek concessions.
- Suggest alternative proposals and listen to offered suggestions.
- Paraphrase others' suggestions to clarify and acknowledge proposals.
- Give and take.

Closing the negotiation

Take a moment to revisit your objectives for the negotiation. Once you feel you are approaching an outcome that is acceptable to you:

- look for closing signals; for example
 - fading counter-arguments
 - tired body language from the other party
 - negotiating positions converging
- articulate agreements and concessions already made
- make 'closing' statements; for example
 - 'That suggestion might work.'
 - 'Right. Where do I sign?'
- get agreements in writing as soon as you can
- follow up promptly on any commitments you have made.

Plan 2:

Planning your negotiation

No amount of preparation is too much in approaching complex or high-stakes negotiations. Plan both your approach to the subject under negotiation, and your tone and communication style.

In approaching the subject of your negotiations:

- set your objectives clearly in your own mind (including your minimum acceptable outcome, your anticipated outcome and your ideal outcome)
- determine what you'll do if the negotiation, or a particular outcome, fails
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