

Project Name: Integrated Medical Tourism Project



رقم المجموعة 5202

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1442هـ - 2021 م

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1. Strategy:

1.1 Mission:

An integrated therapeutic tourist resort entertainment of traveling outside of one's home country to receive healthcare treatment that is either less expensive or more accessible, as well as trade in services, and represents the fusion of at least two sectors: Tourism and medicine.

1.2 Vision:

Providing a healing tourism surroundings Treatment of diseases, enhancement, and fitness. Furthermore, illness remedy contains an extensive kind of offerings that variety from an easy healthcare provider that can be supplied through nearby fitness experts, which includes vaccinations, remedy treatments, and nutrition, to a complex to remove the terrible effects of life's stresses

1.3 Objectives evaluated by SMARTER tool:

Specific

- 1- Determine the key motivators that drive people to seek medical treatment in another country
- 2- Define the role of stakeholders in improving the medical tourism sector.
- 3- Develop a framework for building a sustainable medical facility.
- 4- General relaxation and calm, change your daily routine and relax in new and innovative ways.

Measurable

Health and psychological assistance are presented in four main axes: prevention, diagnosis, treatment, and finally convalescence and recovery.

Attainable

Carrying out specific procedures to successfully deliver a medical tourism product to international patients. A medical tourism product can be defined as an advanced medical service with tourism values for foreign patients and provided by licensed doctors and includes check-ups, health examinations, dental care services, joint prostheses, cardiac surgery.

Realistic

The provision of a scientific tourism product to global sufferers is primarily based totally on positive processes and techniques that may be correctly defined with inside the "triangle of commercialization of services". The cause of the triangle is to symbolize 3 interconnected agencies running concurrently to develop, promote, and serve the business. , Customer and Supplier Since scientific tourism merchandise are a part of the provider enterprise, the triangle form may be implemented to the scientific tourism enterprise to demonstrate the 3 interconnected agencies that come collectively to give a scientific tool with inside the international context of the scientific tourism market. Medical tourism,

the triangular form represents 3 interrelated agencies: scientific institutions, overseas doctors, and sufferers.

Timeframe

The venture is primarily based totally at the implementation of 3 major activities: healing interest, leisure interest and visitor interest, wherein it's far viable to paintings for the complete venture on the cease of every section for a complete duration now no longer exceeding 3 years

Extended

Initiate plans to expand clinical establishments and centers with good enough fitness offerings within side the long-time period and reply to the future needs of worldwide patients. Moreover, establishing a sustainable medical facility that can be sustained for the next generation by implementing four primary

- 1) Building a strong foundation and addressing environmental considerations,
- 2) Improving community relations
- 3) The expansion of offered services
- 4) Gaining patients from new markets

Rewarding

- Marketing that gives tourism with complete and accountable facts will increase recognize for the natural, social and cultural environments of vacation spot regions and complements purchaser satisfaction
- Staff training which integrates sustainable tourism into work practices, along with recruitment of local personnel at all levels, improves the quality of the tourism product.
- Tourism that helps a huge variety of nearby monetary sports and which takes environmental prices and values into consideration each protects the ones economies and avoids environmental damage.
- Maintaining and selling natural, social and cultural range is important for long-time period sustainability, and creates a resilient base for the industry.

1.4.1 Leading KPI's

The project is aiming to build and operate the integrated medical tourism sector in western region and has following initial KPI's:

- Represents how a scientific facility makes guarantees primarily based totally on a patient's expectancies and what else may satisfy a patient's desire.
- Build long-time period relationships with sufferers and advantage from repeat visits to the identical scientific destination.
- Interacts immediately with the clinical facility and the carrier at that factor is produced via way of means of the clinical facility and fed on via way of means of the patient.
- Represents permitting promises, the affected person interacts without delay with the scientific facility and 15 the carrier at this immediate could be produced with the aid of using the scientific facility and ate up with the aid of using the affected person.

1.4.2 Lagging KPI's

- % Of achieved goals and results based on the strategy
- % Percentage of value-driven based on initial requirements by the project owners
- % Of customers satisfaction weight
- Number of healed customers and their views on our treatment methods

1.5 ESU - Project Charter

Project Title			
Integrate therapeutic tourist resort entertainment			
Planned Start Date	22-Sep-21	Planned End Date	13-Dec-23
Vendor	Albawani	Payment	YES
Project Manager	Group Member	Sponsor	ESU
Budget	13,998,390 SR	Dept.	PMO
Project Goals			
An integrated therapeutic tourist resort entertainment of traveling outside of one's home country to receive healthcare treatment that is either less expensive or more accessible, as well as trade in services, and represents the fusion of at least two sectors: Tourism and medicine			
Project Objectives			
1- Determine the key motivators that drive people to seek medical treatment in another country 2- Define the role of stakeholders in improving the medical tourism sector. 3- Develop a framework for building a sustainable medical facility 4- General relaxation and calm, change your daily routine and relax in new and innovative ways			
Deliverables			
1	Providing a healing tourism surroundings Treatment of diseases, enhancement, and fitness.		
2	Marketing that gives tourism with complete and accountable facts will increase recognize for the natural, social, and cultural environments of vacation spot regions and complements purchaser satisfaction		
3	Tourism that helps a huge variety of nearby monetary sports and which takes environmental prices and values into consideration each protects the ones economies and avoids environmental damage		

No	Assumptions
1	Impact the patient's decision simultaneously for selecting the most appropriate medical facility
2	Receiving accreditation and providing extensive service such as postoperative service
3	Build long term relationship with medical tourists
4	Attract stakeholders and develop inter organizational relationship
Constraints	
1	Economic Condition
2	Political Climate
3	Social Behavior
4	Regulatory Standards
Project Main Stakeholders	
1	Anas Alamoudi
2	Khalil Almuwallad
3	Hamed Albahary
4	Mohammed Qabani
5	Khalid Almutiri
6	Salman Alamri
7	Abdalmohsen Othman

No	Milestones	Date
1	Strategy	17-Sep-21
2	Governance, structures and processes & Compliance, standards and regulations	24-Sep-21
3	Power And Interest , Culture and values	1-Oct-21
4	Self-reflection and self-management, Personal integrity and reliability, Personal communication, Relationships and engagement	8-Oct-21
5	Leadership, Teamwork, Conflict and crisis	15-Oct-21
6	Resourcefulness, Negotiation	22-Oct-21
7	Project design, Requirements and objectives	5-Nov-21
8	Scope, Time and Quality	12-Nov-21
9	Finance	19-Nov-21
10	Resources and Procurement	26- Nov- 21
11	Plan and Control	27-Nov-21
12	Risk and opportunities, Stakeholder	3-Dec-21
13	Project Execution	30-Jun-23
14	Project close	01-Dec-23

2. Governance, structure and process

2.1 Organizational Structure and what is the common used

The sort of agency chart you want will replicate at the sort of agency you've got and what statistics you need to attention on conveying.

Here are 4 styles of organizational charts:

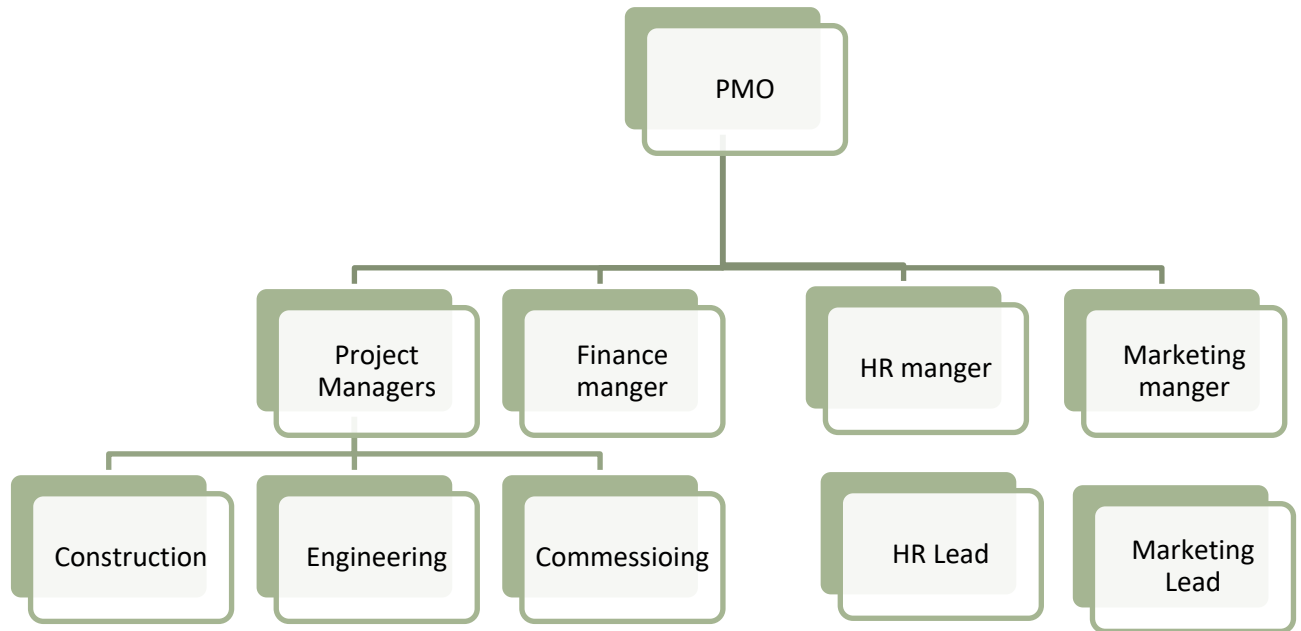
1. Functional Top-Down Hierarchy

A purposeful, top-down organizational chart displays a conventional enterprise shape. This shape suggests the C-Suite on the top, accompanied with the aid of using different senior management, center managers, and so on. The shape is split into conventional departments like IT, marketing, finance, human resources, and operations primarily based totally on everyone's purposeful function within side the organization. [Source](#) (1)

The advantages of commonly used the Hierarchy structure as follows:

Better defines ranges of authority and responsibility

- Shows who all and sundry reviews to or who to speak to approximately particular projects.
- Motivates personnel with clean profession paths and possibilities for promotion.
- Gives every worker a specialty.
- Creates camaraderie among personnel inside the identical department.



1-a An Organizational structure

2. Divisional Structure

A divisional organizational chart displays an organization prepared alongside a product line or precise geography. For example, in an automobile organization the divisions may also constitute SUVs, sedans, and electric powered cars. Each department than has it very own practical shape like IT and marketing.

3. Matrix Organizational Chart

A matrix organizational chart displays an enterprise wherein personnel are divided into groups with the aid of using tasks or product lead with the aid of using an assignment or product manager, however additionally file to a practical manager. It suggests an enterprise that operates the use of cross-practical agencies rather than vertical silos.

4. Flat Organizational Chart

A flat agency shape will display few or no tiers of control among executives and all different employees. This kind of shape empowers self-control and more choice making capacity for each employee. Its most customarily hired via way of means of smaller businesses, however it is now no longer unparalleled it even at large companies.

2.2 Practical and Scientific Base

May also have numerous unique dimensions, which includes however now no longer restrained to the following:

►Performance. Does the deliverable characteristic because the venture crew and different stakeholders Intended?

►Conformity. Is the deliverable suit for use, and does it meet the specifications?

►Reliability. Does the deliverable produce steady metrics whenever its miles performed? Or produced?

►Resilience. Is the deliverable capable of address unexpected disasters and fast recover?

►Satisfaction. Does the deliverable elicit fine comments from cease users? This includes Usability and person experience?

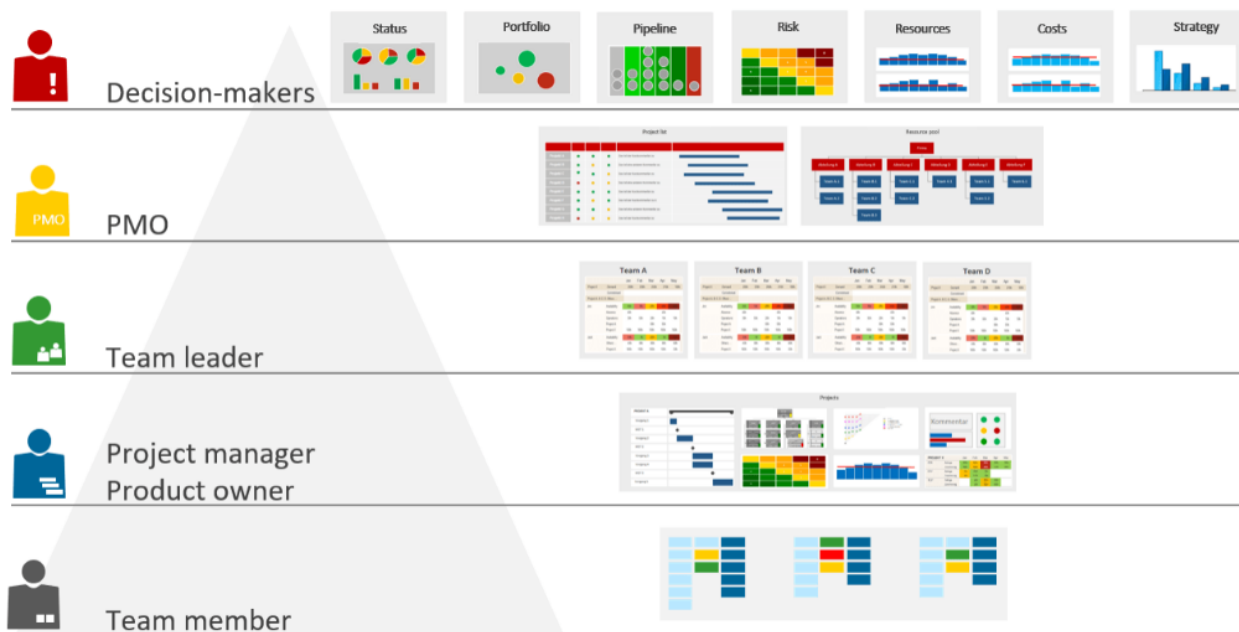
►Uniformity. Does the deliverable display parity with different deliverables produced in the Equal manner?

►Efficiency. Does the deliverable produce the finest output with the least amount? Of inputs and effort?

►Sustainability. Does the deliverable produce a fine effect on economic, social? And environmental parameters?

2.3 Project Model Office

A PMO is a centralized, everlasting organizational unit this is answerable for dealing with a couple of projects (multi-assignment management) for a whole employer or branch in the employer. Its duties may also include, for example, training, assignment services, methodology, processes, and PM tools. It can also have strategic duties, including presenting help in assignment portfolio management. [Source](#) (2)*



2. a PMO Graph

There are 3 primary varieties of Project Management Office (PMO) organizations, various with inside the diploma of manage and have an effect on they have got on initiatives in the organization. You will want to decide which sort you want to set up a good way to have a powerful task office. The 3 varieties of PMOs include:

1. Supportive PMO

The Supportive PMO commonly gives resource within side the form of on-name for expertise, templates, exceptional practices, access to records and expertise on exceptional responsibilities, and the like. This can artwork in an organization in which responsibilities are completed successfully in a loosely controlled manner and in which greater control is deemed unnecessary. Also, if the aim is to have a type of "clearing-house" of mission manage records at some stage in the corporation to be used freely via mission managers, then the Supportive PMO is the right type.

2. Controlling PMO

In groups in which there can be a desire to "rein in" the activities, processes, procedures, documentation, and more - a controlling PMO can accomplish that. Not only does the company provide useful resource, but it moreover requires that the useful resource be used. Requirements might probably embody adoption of specific methodologies, templates, forms, conformance to governance, and application of various PMO controlled gadgets of rules. In addition, project places of work might

probably need to by skip normal opinions thru manner of way of the controlling PMO, and this will represent a chance aspect on the project. This works if a) there can be a smooth case that compliance with project manage company offerings will deliver improvements with inside the company and the manner it executes on projects, and b) the PMO has sufficient government useful resource to stand in the back of the controls the PMO locations in place.

3. Directive PMO

This kind is going past manage and actually "takes over" the initiatives with the aid of using presenting the assignment control revel in and sources to control the assignment. As companies adopt initiatives, expert assignment managers from the PMO are assigned to the initiatives. This injects a incredible deal of professionalism into the initiatives, and, because every of the assignment managers originates and reviews returned to the directive PMO, it ensures a excessive degree of consistency of exercise throughout all initiatives. This is powerful in large companies that frequently matrix out help in numerous areas, and wherein this setup might in shape the culture.

The first-class type may be very particular to the organization, culture, and information of what works and what does not. But the objectives are - greater or less:

1. Implement a now not unusual place methodology
2. Standardize terminology
3. Introduce powerful repeatable task control processes
4. Provide now not unusual place helping tools
5. Ultimately, the cause is to enhance stages of task achievement within side the organization.

3. Compliance, Standard and Regulation

3.1 . Compliance Check:

#	Compliance and Regulation	Status	Remark
1	Grant of Right Regulation	Delivered	
2	Lease Extension Fee	In Progress (70%)	
3	Fire Regulation	Delivered (100%)	
4	Boundary Regulation	Hold	Waiting reply from other entity
5	Lease Rent Regulation	In progress (90%)	
6	Regulation on Safety and Security Standards at Tourism Establishments	Delivered (100%)	

3. a Compliance check Table

3.2 . Check List:

#	Milestone	Start	Due date	Status	Remark
1	Scope	12-Nov-21	24 th -Nov-21	Completed (100%)	
2	Materials Quality	26- Nov- 21	30- April-22	In Progress (15%)	
3	Execution	30-Jun-22	1 st -Dec-22	In Progress (5%)	The land use permit already issued from the municipality

3.b Check List Table

4 Power and Interest

4.1 Stakeholder Register:

Key objectives of stakeholder identification are to:

a) Establish which organizations, groups and individuals may be directly or indirectly affected (positively and/or negatively), or have an interest in the Project; and

b) Understand their needs and expectations for engagement.

Stakeholder analysis enables engagement to be tailored appropriately to the needs and interests of different stakeholder groups to ensure their views and concerns are addressed in a suitable manner. In order to ensure that the engagement process is inclusive, it is important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the Project because of their marginalized or vulnerable status.

A diverse range of Project stakeholders have been identified. Details of these stakeholders have been compiled to enable the Project to readily communicate with them. The stakeholder lists developed will be continually updated as the Project progresses.

<u>STAKEHOLDER REGESSTIER</u>						
Project Tittle: Integrated medical tourism project				Date prepared: 21st Sep 2021		
Name	Position	category	Contact information	Expectation	Influence	Classification
Khalil	Project sponsor	external			high	important
Anas	Project manager	Internal			high	important
Khalid	Construction manager	Internal			Moderate	semi important
Salman	Resources manager	Internal			Moderate	Semi important
Abdulmohsen	SME	external			Moderate	Semi important

4.a Stakeholders Register Table

4.2 Two Network of Power Interest

Expectation

Project sponsor: administers project finances, approves ideas and changes, and participates in making key decisions.

Project manager: Project to be delivered on time within budget.

Construction manager: overseeing all the logistics of a construction project.

Resources manager: Assigning people to projects based on their skills and Resource planning and allocation.

SME: Ensure the facts and details are correct so that the project's/program's deliverable will meet the needs of the stakeholders.



4.2.a Develop power and interest networks

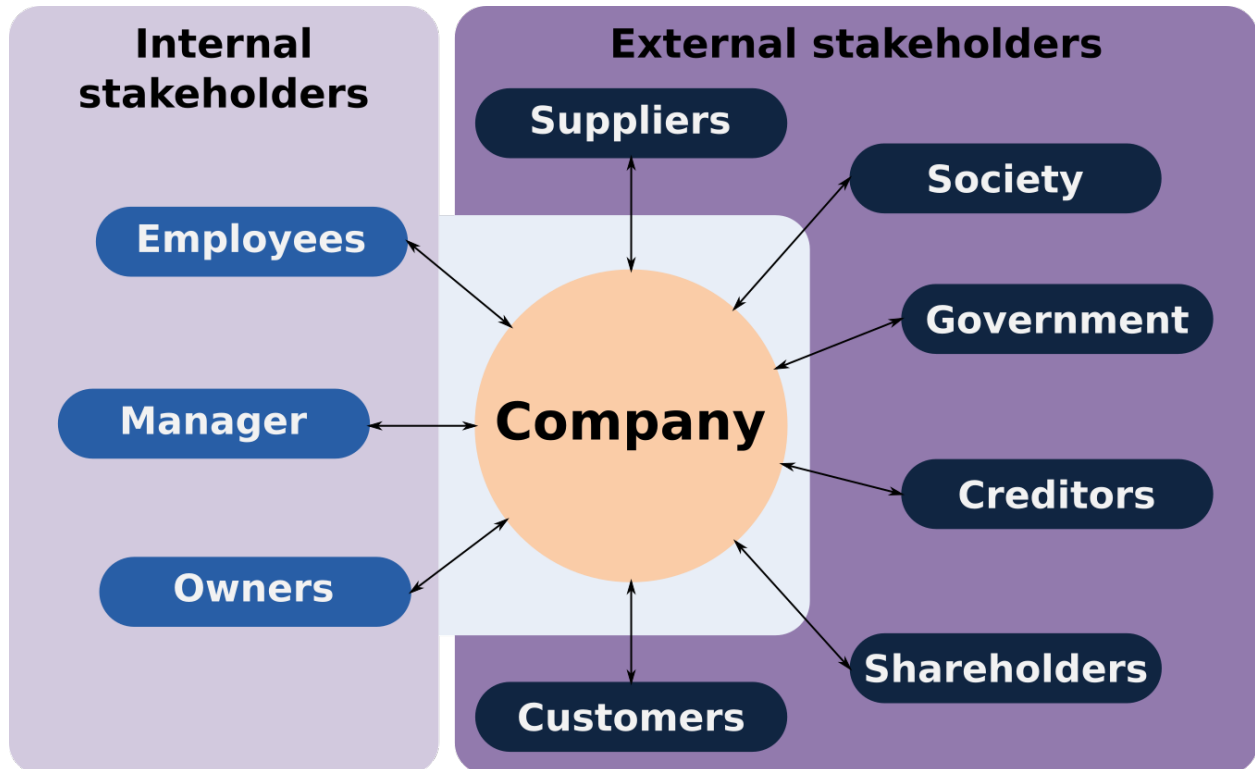
Key Player – High impact, high Influence: these are the stakeholders that must be fully engaged, and make the greatest efforts to satisfy.

Important Player – High impact, low Influence: put enough work in with these stakeholders to keep them satisfied, but not so much that they become bored with your message.

Affected Player – Low impact, high Influence: keep these stakeholders adequately informed, and talk to them to ensure that no major issues are arising. These stakeholders can often be very helpful with the detail of your project.

Potential Player – Low impact, low Influence: again, monitor these stakeholders, but do not bore them with excessive communication.

4.3 Logical Diagram of the Register Stakeholder



4.3.a Logical Diagram

5. Culture and Values

5.1. Cultural of the Organization:

It is a mixture of values, beliefs, rules, requirements and expectancies shared with the aid of using the business enterprise, making plans and associated orientations whilst the business enterprise's dreams offer a recuperation vacationer surroundings toward a not unusual place goal. The capacity of the business enterprise to thrive, and all through the existence cycle of the business enterprise its lifestyle evolves in reaction to converting possibilities and necessities which incorporates vaccinations, healing remedies and nutrition, right into a complicated to cast off the horrible results of existence stresses.

5.2. Proposal of the Organizational Values:

Suggestion #1

Disney culture:

"It is incredibly important to be open and accessible and treat people fairly and look them in the eye and tell them what is on your mind."

We can benefit from this culture in our project, by taking care of customers, facilitating the registration process, and being fair and honest with customers.

Suggestion #2

Huawei culture:

"We have a "wolf" spirit in our company. In the battle with lions, wolves have terrifying abilities. With a strong desire to win and no fear of losing, they stick to the goal firmly, making the lions exhausted in every possible way."

We can benefit from this culture in our project, by learning to insist on achieving project goals and always be steadfast in the face of challenges.

Suggestion #3

GlaxoSmithKline culture:

"I've tried to keep us focused on a very clear strategy of modernizing ourselves."

We can benefit from this culture in our project, by learning to develop clear strategies for processes and procedures during the different phases of the project.

Suggestion #4

SOLSTICE culture:

"As we continue to grow, we work to build strategies that not only improve employees' skills and our leadership skills but also our culture," says Henry Oyuela, Vice President of Engineering "We continuously seek employee feedback to improve, whether that's one-on-one or in a team huddle."

We can take advantage of this company culture in our project, by conducting assessments of the knowledge and performance of the work team and developing training programs to improve performance during the project implementation period, thus improving the quality of project deliverables, and developing the company's culture.

Suggestion #5

SHIPWELL culture:

"Shipwell assumes you know how to do your job; outside of core office hours, you are allowed to set your own in-office times, says David, a Backend Engineer at Shipwell. "Working from home to deal with a delivery or appointment is a simple notice to a manager, and you're encouraged to make use of the unlimited PTO!"

We can take advantage of this company culture in our project, by resorting to working from home in case of need, especially with the Covid-19 epidemic, in order to protect the project from being behind schedule, and thus achieve the project's goals.

6. Self-Reflection and self-Management:

6.1. Proposal Behavior of the Student and Study of the Behavior

The 3 personal behaviors the student which can influence impact on project as follows:

1. Disregard For Deadlines
2. Side Conversations
3. Ignorance the escalation process

The study of the impact behavior on the project and how to be eliminated as table:

#	Behavior list	Reasons	Eliminate
1	Disregard For Deadlines	Missed submission deadlines	Mitigate deadline by re-estimate the expected time of completion
2	Side Conversations	The member not agreed on some point,	Create a compelling focus, Stay Positive
3	Ignorance the escalation process	Some member think the oral communication will remedy of issues without documentation	Awareness increase by updating management to avoid any missed steps and understanding of the project

6.1.a Proposal Behavior of the Student Table

6.2. Strength, Weakness, Opportunity and Threats (SWOT)

1. Strength

- Workforce Code of Conduct: This will prescribe expected behavior and govern interactions with local communities. It will include a disciplinary procedure and workers will be made aware of the grievance mechanism for local stakeholders, explaining that stakeholders have the right to register a grievance through a formal procedure.
- Camp Management Plan: This plan will include provisions for induction and training and include the workforce Code of Conduct for the Project. The camp will be closed to non-residents and be fully self-contained, providing lodging, catering and recreational facilities.

- Grievance Mechanism: Local communities will be made aware of the Project's grievance mechanism as part of ongoing stakeholder engagement, as detailed in the SEP.
- All measures will be in place before workers move to the camp.

2. Weakness

- Construction workers on the Project will be exposed to risks typical of civil construction facilities, such as working at height, manual handling, and contact with hazardous material, noise and vibration, amongst others. In the absence of appropriate standards, the health and safety of workers would not be adequately protected. Impacts could be of major significance with the potential for injury or fatalities.
- While impacts to cultural heritage were scoped out during the scoping phase, there is a possibility that important cultural heritage is found during excavation and construction
- Excavation works, blasting, building construction, and Project related traffic will create temporary noise and vibration emissions. Night time noise emissions from the construction activities are expected to generate significant noise impacts to residential receptors.

3. Opportunity

- Number grievances submitted by workers.
- Recruitment records, including gender, age, ethnicity, disabilities etc. and number of staff per contract type (eg contractor, full time, part time)
- Record of how applicants were informed of opportunities.
- Engagement minutes and materials from meetings with staff.
- Number of grievances reported and dealt with according to grievance mechanism.

4. Threats

- During the first four months to one year of construction, up to 510 vehicles are expected to be on site each day including 200 HGVs, 70 trucks, 90 cement mixers and 150 cars. This will reduce in year two once earthworks are complete and concrete mixers are no longer required; down to 220.
Accordingly, this will generate additional traffic load on the existing road network near the Project site and increase the potential for traffic accidents to occur, which could lead to injury or fatalities to other road users and pedestrians.
- Construction workers on the Project will be exposed to risks typical of civil construction facilities, such as working at height, manual handling, and contact with hazardous material, noise and vibration, amongst others. In the absence of appropriate standards, the health and safety of workers would not be adequately protected. Impacts could be of major significance with the potential for injury or fatalities.
- The following could cause significant risks without appropriate mitigation and management:

- Exposure to infections/disease
- Exposure to hazardous materials, waste and radiation
- Security, particularly with regard to the high security forensic hospital
- Storage, handling, and presence of chemicals, pressurized gases, boards, plastics, and other flammable substrates

7. Personal Integrity and Reliability

7.1 Behaviors Contradict

1. Confidentiality
2. Being Responsible
3. Being Honest

7.2 Analyze the Financial, Social, and Technical influence

Effect of these issues on technical, commercial, and social to the Project activities and relationships:

Confidentiality is a prime example of integrity in the Project. It is also a legal necessity. Employers have an obligation to keep certain information secret. Violation of privacy is harmful and punishable. Confidentiality instills trust and encourages sincere consideration of the privacy of others.

Being Responsible is to confirm that the project's goals and objectives are met to ensure that the project obtains the intended business objectives. Keep abreast of major project activities. Ultimate decision maker for issues that impact the business. Provides final approval for all major scope changes

Ethics is a concept commonly used to refer to the morality of an individual or an organization. If well applied, ethics can become a principle that improves decision-making processes.

However, ethics do not describe a specific standard or conduct. Ethics is linked to an intimate reflection and helps to determine what the correct path is and how people should act.

Ethics must be expressed and practiced within the organization by identifying:

- The way a person should behave,
- The correct and accepted behaviors, without ambiguity.

At the basis of ethics is honesty, which should be part of every relationship, interaction, Decision, or action taken by an organization and its employees.

8. Personal Communication

8.1. Register of Stakeholders

PERSON	ROLE / TITLE	CONTACT INFORMATION	COMMUNICATION FREQUENCY	FORMAT / CHANNEL	NOTES
Khalil Almuwallad	Team Lead		Daily, weekly, monthly	The team lead facilitates the daily, in-person Scrum meeting, does weekly progress reports using communication tools, and sends monthly, high-level timeline/budget/progress updates to the product owner by email.	Go-to for problem solving and questions
Anas Alamoudi	Team Member - Functional		Weekly	The team member/functional participates in daily and weekly check-in meetings and emails.	Specializes in functional
Mohammed Qabbani	Team Member - Technical		Daily	The team member/technical participates in daily and weekly check-in meetings and emails.	Oversees product backlog technicality
Hamed Albahary - Salman Alamri	QA		Daily	QA reports on testing status and troubleshooting squashing.	
Abdulmohsen Othman	Release Manager		Weekly and as needed	The release manager updates release documentation.	Only person authorized to change release plan

Khalid Almutiri	Product Owner		Monthly	The product owner reports team progress to leadership stakeholders monthly.	Not involved in daily Scrum meeting
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8.1.a Stakeholders Register (Personal Communication Table)

8.2. Effective Communication

SUMMARY

This is the communication plan for the Integrated medical tourism project team. It covers our schedule of meetings, where we store our shared documents, and how we communicate at other times.

COMMUNICATION GOALS

- Keep each other informed about the status of tasks (i.e., green, yellow, or red).
- Ask for and offer help where needed.
- Track budget to actual.
- Help groom the product backlog.
- Define information so you can share it with product owners and other stakeholders.

8.2.a Effective Communication Table

8.2. Identify the shape, models, and channels

Communication it is the process by which a message or information is exchange from a sender to a receiver.

Communication unlike expression does not require response. When you communicate, you exchange with other people the evidence of their ideas and feelings as well as yours.

In a formal meeting managers should meet with employees at twice a month to communicate about anything that has an impact on their work with the new management team, employees at all levels rely on reports? Manager develops strategy in response with an internal report. Employees.

Objectives:

- Assure customers that the resort will still maintain its enviable customer service and product quality.
- Communicate and assure employees that the new management team will not affect their organizational structure, culture and leadership style and also their security.
- To call a meeting for all shareholders, for the uncertainty about the security of their investment and the profitability.

- To have a community meeting with people in and around the resort to generalize the uncertainties and assure them that this new management will still carry out the community projects.

Methods:

Internal Communication structures like internal emails to communicate issues if any or just to give needed information, also using organization charts to help them understand chain of command and span of control therefore they know who to report to. Make them aware of how they can advance in the company (position).

External Communication helps to establish your company's identity. External Communication is important because you will be dealing with a lot of people from outside of the company who will need to know what is going on with the company.

Meetings & Messages can also flow from the superior to subordinate levels, when you communicate with employees at level subordinate to yours, your job is to share information related to their concerns with work requirements, organizational policies, and job tenure.

Advertisements will be used to on customers; to show them enticing products and service, media such as television, radio, internet, and newspaper. The public needs to understand how their input will be used, how decisions will be made, and the consequences of potential management action. There should be a link between public comment and decision making, or the public will see no reason to participate.

8.4. Establish the communication Matrix

TYPE	WHEN / WHERE / PARTICIPANTS
DAILY SCRUM MEETING	We gather in person around the Scrum board for a stand-up meeting of 15 minutes.
SHARE	
• Each person reports on doing, done, to do. • Problems are flagged. • Ask for help if needed.	

TYPE	WHEN / WHERE / PARTICIPANTS
SLACK CHANNEL	This is open-ended, real-time communication and file sharing.
SHARE	
• Include the burndown chart. • Include documentation. • Ask questions so everyone can see.	

TYPE	WHEN / WHERE / PARTICIPANTS
SPRINT PLANNING AND RETROSPECTIVE	At the start and end of each two-week sprint, we meet to discuss what will be accomplished or to analyze the successes and failures of the past sprint.
SHARE	
• Share two days in advance: ○ Agenda for meeting ○ Product backlog ○ QA report ○ Attendees needed for meeting (includes product owner) ○ Budget • Meeting format: ○ Agenda review ○ Review product backlog ○ Questions/discussions ○ Next steps review • Email (immediately after meeting): ○ Meeting notes to all attendees	

- Sprint goals

TYPE	WHEN / WHERE / PARTICIPANTS
MONTHLY EMAILS	Khalil (team leader) reports to Khalid (product owner).
SHARE	
• Progress report vs. plan • Help needed from other departments • Issues • Timeline • Upcoming activities	

8.4.a communication Matrix

8.5.3 Wrong Scenarios of Communication

1. Passive Aggressive Communication

Passive-competitive conversation is a bad exercise that has an instantaneous poor have an effect on how human beings sense approximately themselves and others withinside the workplace. Passive-competitive conduct or conversation is a tough issue, due to the fact the poor matters which might be being stated or accomplished are regularly diffused and won't be visible as brazenly competitive, offensive or confrontational. However, the man or woman at the receiving stop of the conversation time and again feels disregarded or dealt with poorly and to the factor that the connection is damaged.

[Source](#) (3)

2. Failing to Listen

There are instances to forge a direction ahead in business, however leaders and personnel who function as disconnected people and fail to pay attention to the ones round them are undertaking bad communications. There are many examples of failure to pay attention, amongst them the failure to pay attention on your patron base. If a service or product gets ordinary poor remarks and also you do now no longer pay attention and remedy the problem, your clients will fast end up upset and purchase elsewhere. A competitor who listens and meets the need, might also win your clients' business.

3. Intimidation in the Workplace

Intimidation techniques are a shape of bad conversation that fast creates a poisonous and regularly fear-stuffed paintings environment. A boss who bullies his personnel into getting matters finished is probably to revel in excessive flip over rates. Intimidation also can arise among co-employees competing for the identical promotion. This unnerving form of conduct is regularly withinside the shape of direct verbal language or bodily threatening actions. Examples

of intimidation consist of loud speech, bodily taking on paintings space, or status in near bodily proximity to motive discomfort.

8.6. Stakeholder assessment Matrix

Stakeholder	Unaware	Resistant	Neutral	Supportive	Leading
Team Lead					C D
Team Member - Functional			C	D	
Team Member - Technical				C D	
QA				C D	
Release Manager			C	D	

8.6.a Stakeholders Assessment Matrix Table

9. Leadership

9.1. Identify the Leadership Model and which model you preferred

This leadership style defines the vision for a team and project. It motivates team members by establishing a shared vision in which all project participants can identify and strive toward. When team members understand how their work fits within a project's vision, it may motivate them to apply their specific skills because they know how their role directly contributes to their project's success. This style is most effective after the development of a strong team bond.

This style of leadership works best when a project manager frequently communicates project goals with their team. **The affiliative leadership style** helps members of a team build positive relationships with one another. It promotes team bonding by prioritizing the emotional needs of individuals. By focusing on individual needs and positive feedback, this leadership style creates a team culture of support and positivity. This leadership style is effective for:

- Increasing team morale during stressful moments
- Limiting and managing conflicts between team members
- Restoring trust in a project, goal or individual

It can also help improve communication among team members and help them develop good workplace relationships. Leaders who use this style focus on offering praise and employing team-development activities. For example, a leader may conduct an activity for team members to introduce themselves and learn about one another before starting a project.

Although this leadership style can be a great way to maintain morale and support a team through work-related challenges, it may be less effective in addressing performance-related issues. This style may not be effective in situations where leaders provide constructive feedback or set clear directions for their team.

9.2. Proposal of Motivation

Hence, our project can use the **five mentioned motivation methods** that could suits the nature of integrated medical tourism project.

1) **Build relationships with team members**

As a project leader, your team is your most valuable asset for achieving project goals. Taking the time to understand each team member's interests, motives, and skills and work habits can help you optimize their abilities and performance.

2) Set measurable goals

After outlining the major goals of your project, consider defining smaller, measurable goals to track your progress. These goals may help you divide larger objectives into smaller targets that are easier to manage and accomplish.

3) Evaluate progress

As your team works toward achieving project goals, ensure that you routinely evaluate their progress. Remaining attentive to your team's performance and identifying any strengths or weaknesses may help you adjust your strategy to ensure that your team meets its objectives in a timely fashion.

4) Prioritize communication

Constant communication with your team is essential for a productive and healthy work environment. Good communication practices include listening and acting on feedback and providing performance evaluations that help your team members understand their strengths and weaknesses.

5) Be flexible

Finally, remain flexible and adapt your leadership style based on the specific requirements of your team. Understanding different leadership styles that you can employ may help you determine which is the best for meeting your project's objectives.

10. Teamwork

10.1. Design RACI Model

Deliverable or Task		Status	Sponsor / Leadership				Project Team				Other Resources			
Phase 1														
Deliverable/Task 1			A	R				I						
Deliverable/Task 2			A		R			I						
Phase 2														
Deliverable/Task 1			C	I				A	R					
Deliverable/Task 2				I				A		R				
Phase 3														
Deliverable/Task 1				I				A	I		R		C	
Deliverable/Task 2				I				A	I	R			C	
Phase 4														
Deliverable/Task 1					I			A	R				C	
Deliverable/Task 2					I			A		R				
Insert new rows above this one														

D

R

A

S

C

I

Driver

Responsible

Accountable

Support

Consulted

Informed

Assists those who are responsible for a task.

Assigned to complete the task or deliverable.

Has final decision-making authority and accountability for completion. Only 1 per task.

Provides support during implementation.

An adviser, stakeholder, or subject matter expert who is consulted before a decision or action.

Must be informed after a decision or action.

10.1.a Design RACI Table

11. Conflict and Crisis

11.1. Identify the Conflict and Crisis

Conflict

1. **Body language** – A person's body language is one of the most common ways to tell whether something is amiss. Often, people do not realize the body language they adopt, so focusing on body language can be essential in recognizing if an employee is bottling a problem up.
Examples of body language to watch out for include:
 - **Avoiding eye contact** – this can show nervousness towards a person.
 - **Crossed arms** – someone who feels under attack may adopt crossed arms, which shows defensiveness.
 - **Frowning** – this expresses discontent and sometimes anger towards a person and/or situation.
 - **Position** – people may stand or face away from others to show their discontent.
2. **Behavioral changes** – Changes in normal behavior show that something is wrong. For example, people may withdraw from situations, not contribute, and remain quiet, even though this is out of their usual character.
3. **Clique formation** – Employees should always work together as a team for the benefit of the company. If you notice a division of the team into obvious groups, this may indicate a conflict between certain people. This also applies if you see people taking sides or ganging up on others.
4. **Slowed productivity** – When people feel unhappy in their work environment, their morale and motivation tend to decrease and they focus less on their work. If you notice a reduction in productivity, consider asking employees if there is a particular reason for this.
5. **Anxiety** – People who experience conflict may seem anxious and on-edge. For example, they may avoid social interactions and constantly question their work.
6. **Words and comments** – The way employees express themselves verbally can indicate if conflict is occurring. If people are upset, their words become much more emotive. You may also notice sly and odd comments made between people, and some employees may even be rude and inappropriate towards others.
7. **Complaints** – Listen to how people talk about their job, colleagues, and their work. If they frequently complain, this indicates dissatisfaction and may be a sign of conflict. You should also take extra care to focus on any negative responses in staff surveys.
8. **Loss of trust** – Trust is essential in workplaces. Employees must be able to trust each other and people in management. Distrust may indicate conflict and feelings of anxiety.
9. **Increased sickness levels** – Higher sickness levels can indicate staff dissatisfaction and a lack of willingness to come into work. Furthermore, frequent conflicts can lead to mental health implications such as stress, anxiety, and depression. We all get sick from time to time, but if there are noticeable patterns you should ask why.

10. **High staff turnover** – If you experience a high staff turnover and a large number of staff leaving, there is usually a reason why. You should investigate this to prevent current employees from leaving and to make your company a better place to work.

Crisis

A crisis is a sudden and unwanted situation that has the potential to threaten the integrity or reputation of your company if not handled properly or responded to immediately.

It is difficult to predict all crises, but there are certain steps your organization can take, in order to prepare for them. Through knowledge, preparation, calmness, control and communication, your organization can secure the best possible outcome from a crisis. This is also recognized as crisis management.

Ultimately, crisis management is a process used to protect or reduce the impact of damages a crisis might have on your organization's reputation or credibility and in turn, upon your stakeholders. As it is a part of a process categorizes the process into three phases:

1. **Pre-crisis: Prevention and preparation planning**
2. **Crisis response: When management has to respond and deal with the crisis**
3. **Post-crisis:** Re-examining what happen to be better prepared for the next crisis the essence of crisis management is effective communication and the principle of crisis mismanagement is making a bad situation worse. The crux of crisis management “is about seizing the initiative – taking control of what has happened before it engulfs [your] organization. Planning to manage for crises and issues is the key to [your] corporate survival” because now more than ever before, your company profits are tied up to your reputation. How you handle a crisis can make significant differences to your brand image and market value.

11.2. Expected Conflict 3 Scenarios with RCA

Root Cause Analysis (RCA) is a structured problem-solving method. The aim of RCA is to identify, understand and solve the deeper ‘root causes’ of problems. RCA is built on

the principle that causal relationships exist for all events. By understanding these we can move beyond the symptoms and address the root causes at source

<i>The 5 Whys Technique (3 Whys)</i>								
<i>Scenario 1</i>			<i>Scenario 2</i>			<i>Scenario 3</i>		
<u>Problem Statement</u>			<u>Problem Statement</u>			<u>Problem Statement</u>		
Your new supervisor not being very responsive			You want to keep the friendship going, but they aren't even speaking to you outside of team meetings			Feeling frustrated and overloaded all day from your resort manager		
<u>Why?</u>	<u>Answer</u>	<u>Countermeasure</u>	<u>Why?</u>	<u>Answer</u>	<u>Countermeasure</u>	<u>Why?</u>	<u>Answer</u>	<u>Countermeasure</u>
<u>Why?</u>	You did not help them when they need you	Helping each other is the best in the workplace	<u>Why?</u>	You got a promotion that your friend at work was also looking for	Your management have a criteria that result you get promotion	<u>Why?</u>	They send you seemingly urgent requests when you're sleeping or just waking up, even before you start your duty	Checking these requested importance to determine why they are
<u>Why?</u>	you are working on a tight	Considering helping them as a waste of	<u>Why?</u>	Based on the criteria	Management to	<u>Why?</u>	You are trustabl	You need to

	deadline and don't want to waste time	time and maybe they will help you to complete your activity		of your company they selected you	notify everyone and clear the criteria of promotion		e and you complete your tasks before deadlines	keep and manage your task without any change
<u>Why?</u>	You don't have enough team to work with you to complete your task	Sit with your new supervisor and explain to him your difficulty	<u>Why?</u>	promotion Criteria wasn't clear to everyone	Checking company manual for this criteria	<u>Why?</u>	No other employees can act same as your performance	Management needs to hire trustworthy employees
<i>Root Why?</i> <i>No effective communication between you and your new</i>	<i>Root Answer</i> <i>Since he is new supervisor, you need to know his style of work</i>	<i>Have a regular meeting with your supervisor</i>	<i>Root Why?</i> <i>no clear criteria for promotion</i>	<i>Root Answer</i> <i>Promotion criteria wasn't clear to all</i>	Have a regular meeting with management to explain this criteria to avoid team conflict	<i>Root Why?</i> <i>not enough employees that they can do same as your performance</i>	<i>Root Answer</i> <i>No regular meeting with your management to explain your issues</i>	<i>Have regular meetings with your management and explain in your</i>

<i>superv isor</i>							<i>feelin gs</i>
------------------------	--	--	--	--	--	--	----------------------

11.2.a Root Cause Analysis Table

12. Resourcefulness:

12.1. Distribute the Human Resources

Human sources is the strategic control of an organization's team of workers. At its maximum basic, meaning dealing with all ranges of every employee's lifestyles cycle: being recruited, hired, on boarded, skilled and eventually, transitioned out of the organization.

In maximum companies, HR is likewise tasked with selling every group of workers member's expert development, protection and morale whilst employed. To do that, an HR branch has many equipment at its disposal, such as the company's blessings plan, payroll, profession development, anti-harassment guidelines and team of workers variety initiatives.

In doing its work, HR serves multiple constituents:

- **Employees**, who seek workplace fairness, protections and resources.
- **Leaders**, who seek policies and structure to guide their management decisions.
- **Shareholders**, who depend on HR to spend wisely and earn a return on its investment.
- **Lawmakers**, local, state and federal, who look to HR to understand and enforce all statutes that regulate employment. [Source](#)

12.2. Analyze the Influence of Conducting Crashing and Fast-tracking

There are two ways to compress the Project Schedule (Time) without reducing the scope of the project:

Crashing

Fast-Tracking

Crashing

Crashing involves including resources for a particular project activity. This is done so that the project can be completed seamlessly and quickly, but this method tends to be costly.

Fast-Tracking

Fast-Tracking involves changing the string of activities so that some of the activities are performed simultaneously. It increases the risks involved as it ignores the discretionary dependencies and performs additional activities parallels. It does not always increase the cost to the Project.

Schedule compression reasons for using fast tracking method to meet the estimated time without any extra cost.

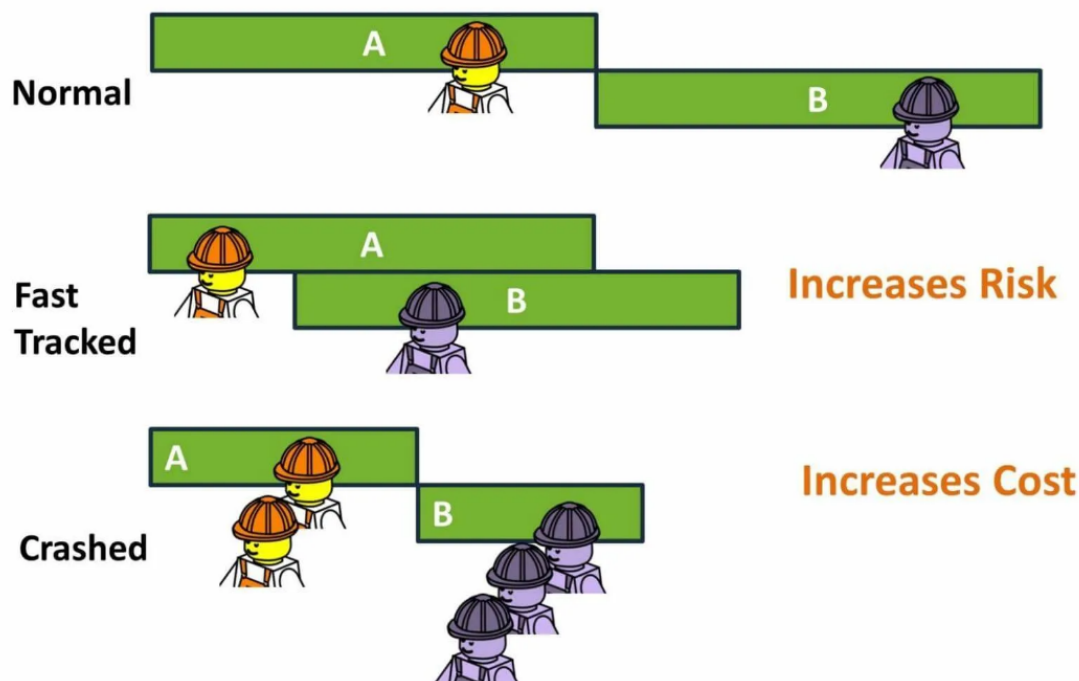
There can be a non-exhaustive list of reasons for compressing the schedule during the initial schedule development. However, common reasons are as follows.

1. An externally imposed deadline requires completion of the project sooner than later. For example, the deadline to submit some information to the government
2. Lack of additional funding forces the project completion by the end of the fiscal year
3. The project is part of the program which requires the deliverables from the project earlier so work can proceed on other projects
4. A key stakeholder will be unavailable for an extended period urging an early finish of a part of the project work
5. The project must be delivered before an operational contract expires, etc.

Now, here are some reasons for schedule compression while the project is ongoing.

1. There is an urgency to compress the schedule because the work has progressed slower than expected. The slow progress may have been due to,
 - the low skill level of project resources
 - scarcity of resources
 - a serious setback
2. The original estimate was too aggressive and unrealistic
3. There has been a change or an addition to the scope as the project progressed, etc.

Source (4)



12.2.a Crashing and Fast-Tracking Example Source

13. Negotiations

13.1. General Rules for the Negotiation Process

Definition of Negotiation:

Negotiation is a process by which two or more people (or groups) resolve an issue or arrive at a better outcome through compromise. Negotiation is a way to avoid arguing and come to an agreement with which both parties feel satisfied.

Negotiation can be used by a variety of groups in a variety of situations—for instance, between individuals at a market looking to get the best price on an item, between startups looking to merge organizations through business negotiations, or between governments who want to come to a peace agreement. In your daily life, you may find yourself at work in salary negotiations or sales negotiations.

The 5 Stages of the Negotiation Process:

While there are many approaches to negotiation tactics, there are five common steps that most effective negotiations follow to achieve a successful outcome:

1. **Preparation and Planning's:** Negotiation preparation is easy to ignore, but it's a vital first stage of the negotiating process. To prepare, research both sides of the discussion, identify any possible trade-offs, determine your most-desired and least-desired possible outcomes. Then, make a list of what concessions you're willing to put on the bargaining table, understand who in your organization has the decision-making power, know the relationship that you want to build or maintain with the other party, and prepare your BATNA ("best alternative to a negotiated agreement"). Preparation can also include the definition of the ground rules: determining where, when, with whom, and under what time constraints the negotiations will take place.
2. **Definition of Ground Rules:** Once the planning and strategy are developed, one has to begin defining the ground rules and procedures with the other party over the negotiation itself that will do the negotiation.
 - Where will it take place?
 - What time constraints, if any will apply?
 - To what issues will negotiations be limited?
 - Will, there be a specific procedure to follow in an impasse is reached? During this phase, the parties will also exchange their initial proposals or demands.
3. **Exchange information:** This is the part of the negotiation when both parties exchange their initial positions. Each side should be allowed to share their underlying interests and concerns uninterrupted, including what they aim to receive at the end of the negotiation and why they feel the way they do.
4. **Clarification and Justification:** During the clarification step, both sides continue the discussion that they began when exchanging information by justifying and bolstering their claims. If one side disagrees with something the other side is saying, they should discuss that disagreement in calm terms to reach a point of understanding.

5. Bargain and problem-solve: This step is the meat of the process of negotiation, during which both sides begin a give-and-take. After the initial first offer, each negotiating party should propose different counter-offers for the problem, all the while making and managing their concessions. During the bargaining process, keep your emotions in check; the best negotiators use strong verbal communication skills (active listening and calm feedback; in face-to-face negotiation, this also includes body language). The goal of this step is to emerge with a win-win outcome—a positive course of action.
6. Conclude and implement: Once an acceptable solution has been agreed upon, both sides should thank each other for the discussion, no matter the outcome of the negotiation; successful negotiations are all about creating and maintaining good long-term relationships. Then they should outline the expectations of each party and ensure that the compromise will be implemented effectively. This step often includes a written contract and a follow-up to confirm the implementation is going smoothly.

13.2. Negotiation Plans

13.2.1 Negotiation Plan1:

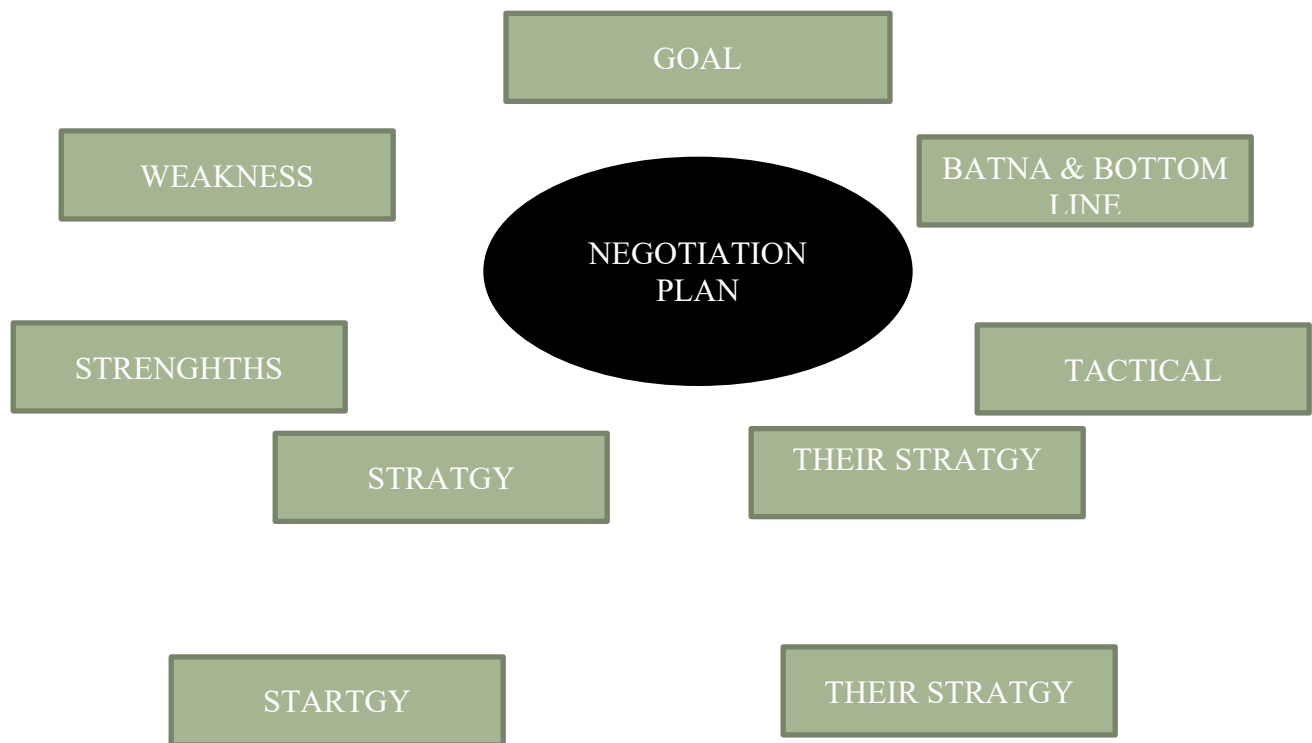
Clarify interests, issues positions		Plan the process	Create options		Choose (issues/options)	Implement the agreement
Our interest	Their interest	Who/when/where /how	Generate	viability	Options/issue we agree on:	What is the agreement?
Our position	Their position	Tone of the meeting	Brainstorm			
			Creative		Options/issue we cannot agree on:	Who/when/How
		BATNA*	Our interest		Their recourse	Measure of the success
		Our agreement Their agreement				
		WATNA*	Our recourse		Their interest	

*Best Alternative to a Negotiation Agreement.

*Worst Alternative to a Negotiation Agreement

13.2.1.a Negotiation Plan Table 1

13.2.2 Negotiation Plan 2;



13.2.2.a Negotiation Plan 2

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