

September 2007

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The Canadian Project Excellence Conference and Awards is our time to celebrate the difference that Project Visionaries are making to business success. It is our time to share best practices, share real solutions, expand our personal knowledge, establish networks, and examine the future of our profession.

The Canadian Project Excellence Awards and Conference (**CPEX**) is the only Enterprise Project Conference in Canada. It is aimed at assuring business success through excellence in Project, Program and Portfolio Management.

CPEX 2007 will be held on October 2-3, 2007 at the exciting and exquisite venue, The Old Mill in Toronto, Canada.

This event is comprised of three exciting parts:

1. **The Pre-Conference Hands-On Workshops** (October 2)
2. **The Innovative Conference Sessions** (October 3)
3. **The Exciting Awards Presentation** (October 3)

The goal of this milestone event is to connect individuals and organizations from all industry, business, and government sectors to learn critical best practices from leading experts in the field, to share knowledge with each other, to **network with their peers and business leaders**, and to celebrate achievements made by Canadian Projects.

You will soon see that this is not an ordinary conference but rather an innovative and insightful meeting place. **CPEX** will be the place to be in 2007 for anyone who is looking for exceptional professional development for project stakeholders at every level.



NEWSLETTER

Bay3000

Corporate Education

September 2007

Congratulations to the
2006 Winners:

Social Impact

Engineers Without Borders
Canada
SCALA Project

Environment

York Regional Rapid Transit
Corporation
Viva

Innovation

CellWand Communications
Inc.
#TAXI™

Technology

CN/IBM
Enterprise Java Framework

Knowledge Management

Ministry of Transportation
GoMAPS

Leadership

York Regional Police
Project Impact



Vision

Ministry of Government
Services ORGTransformation
Project Service Guarantee

Best Practices

CRA/WSIB
CRA/WSIB Registration
Project
RBC Financial Group
Open Personal Account

2007
CANADIAN PROJECT EXCELLENCE
Awards and Conference

The Program

The program provides options as follows:

Pre-Conference Workshops—Take an intensive one-day workshop on **October 2**

Conference Seminars—Your standard conference pass includes choices from many conference sessions on **October 3**

We have a great line up of experts joining us this year again!

2007 Awards Celebration

The Canadian Project Excellence Awards is an annual competition that recognizes project achievements, which demonstrate the highest degree of merit and ingenuity.

For more than 30 years, hundreds of firms have entered their most proud achievements in international competitions. You have the opportunity to bring public attention to the outstanding projects delivered by Canadian firms by entering the Canadian Project Excellence Awards.

The **Canadian Project Excellence Awards** is a joint collaboration between private industry and government agencies.

We hope that you will join us in 2007 and that you will submit your projects for the 2007 Awards. The **2007 CPEX Conference and Awards will be October 2-3, 2007. Since this is an exclusive event with limited tickets, please register early to avoid disappointment. www.CPEX.ca**

September 2007

Technology

The Apple iPhone is a 'smart' phone that may revolutionize the mobile industry. This product has many design elements that Apple consumers have grown accustomed to from the iPod and other Apple devices.

It is a sleek and well designed user interface that makes other mainstream cellphones look dated. There are several leading edge features but it also has a number of things it doesn't let you do.

Buyers of the iPhone have only one choice for cellular service providers: AT&T. Apple has struck a reportedly exclusive multiyear deal with them. AT&T's network uses the EDGE standard which is substantially slower than the 3G standards used by other companies. One of the positive features of the EDGE standard (or Rogers Fido network) is that they contain the SIM chip that can be swapped into another phone, transferring a user's settings and phone numbers to the new device. Not the iPhone apparently, the device will not only be 'locked' to the AT&T network, but many of its features will not work with the SIM card that comes installed in the iPhone when purchased. The SIM card and battery are not removable.

The phone has a digital still camera but doesn't take video; it has no memory card; it doesn't support GPS; it doesn't have instant messaging; and it doesn't allow photos to be sent through text messages (using MMS). The iPhone costs at least \$500 (U.S.) plus a minimum of \$60 a month for a two-year contract.

Although the product is stylish and sleek, purchase price and the lack of features currently available with the device may be a factor for consumer interest.

However, the iPod became a multi-billion dollar success despite its high cost and iTunes restriction.

Apple has discovered that consumers will accept certain restrictions on a device and lack of particular features, if the overall experience is compelling.

If the iPhone follows in the success of the iPod, Apple will have another transformed another industry.

Nicki Di Gravina, PMP

September 2007

UPCOMING COURSES AT BAY3000 CORPORATE EDUCATION FALL/WINTER 2007

PMP® Exam Preparation	September 17-21, 2007 October 22-26, 2007 November 19-23, 2007	Take the most recognized and successful PMP course
Framework of Project Management	Call us	Earn 14 PDU
PMP 2 Day Refresher	Call us	Earn 14 PDU
Microsoft Project Boot Camp	Call us	Earn 14 PDU
Microsoft Project Advanced	Call us	Great for those who are familiar with MSP
CAPM® Certification Preparation	Call us	Great for new project managers and support staff
Need More PDU? These are 3 Hour BREAKFAST workshops held every 2 weeks!	Visit our website www.Bay3000.com for more topics and future dates.	Resistance to Change (September 7) Introduction to Process Mapping (September 21) Project Kick-Off Strategies (October 5)

PMI News

The New PMI.org

'Our focus for the new site is to deliver content targeted to global practitioners and offer project management assets they can immediately deploy and use,': said Steve Faherekrog, PMP, PMI director of knowledge delivery.

The new PMI.org has a number of new features:

- **Single Sign-On:** One username and password, the new site collects and process data to allow you to easily access membership and professional credential information.
- **My PMI:** In one location, you can update your personal information, join chapters, SIGs or colleges, review professional credentials and more.
- **More Ways to Find Content:** You can get to where you need through the site's main or secondary navigation, enhanced search engine or recommended calls-to-action content located on every page.
- **Enhanced Search Engine:** The new enterprise search feature is designed to better return relevant search results, and help you find exactly what you're looking for.
- **Calendar:** Located at the top of every page, the calendar helps you track and plan to attend project management events, including PMI Global Congresses, training events, volunteer opportunities and more.

Source: PMI today August 2007

PMI Stats as of June 30, 2007

New PMPs (YTD)	24,271
Total Active PMPs	236,996
New Members	4,232
Total Members	243, 604

Do you work in a PMO? If you would like to network with your peers please feel free to email: training@bay3000.com to get invited to the new Facebook PMOLIG (PMI)

If you are interested in the PMO whitepaper that is featured in on PMI.org go to:
<http://www.pmi.org/PDF/PMO%20Whitepaper.pdf>

To all PMP's...

Take advantage of the opportunities to earn PDUs required to maintain PMP status.
www.bay3000.com



September 2007

Generation Gap

There's a new generation that maintains a different work style than that of their older counterparts. They are known as Generation Y typically defined as anyone born between the late 1970's and 2000. In North America there are roughly 76 million of them, but they are more pronounced in Asia, with China accounting for another 500 million. As the first of this generation takes on great responsibility on project teams, management better learn to adjust.

Generation Y has a different attitude toward workplace culture, communication, technology and loyalty.

They are information gatherers, wired 24-7 like no other generation before them. This makes working a formal 9 to 5 work day a struggle, when they are connected around the clock no matter where they are. They feel confident and comfortable expressing their opinions and expectations.

Global Office- The use of technology allows for this generation to multitask and have the ability to maintain several ongoing dialogues. This allows them to be versatile communicators which helps them stay on top of project problems at any time in any time zone. Being continuously connected may lead to communication issues. Gen-Y are more apart of an e-mail culture which may not always be good because in project management, verbal and personal communication is often more important. Older generations tend to arrange meetings

to review issues, and understand the value of face time and the importance of building a team identity.

Relying too much on technology to find new ideas and ways to improve something or some processes doesn't factor in the human element of a situation.

This generation shouldn't be misunderstood, they just need an explanation of why they are doing a task, and how it fits in with the project. It helps them define where they fit and gives them a broad perspective of the project goals. Their questions should be encouraged because it's not about questioning authority, it's about information gathering and sharing. Knowledge. They more they learn, the more valuable they become to the company.

Managers need to integrate new ideas into how to manage, or there will be a risk of losing great people to the competition.

Nicki Di Gravina, PMP

What are your thoughts on this issue We would like to know your perspective. **Your feedback will be posted in next months newsletter.** If you are interested in replying please contact: nicki.digravina@Bay3000.com



CPEX 2007 The Old Mill
October 2-3, 2007
www.CPEX.ca

Building an Ethical Corporate Culture

There was a study conducted recently on those who 'hated' their coworkers. The statistics were widely broadcasted over numerous radio stations and Canadian television news programs. There was one stat that was intriguing; *approximately 30% leave a job because of a coworker.* There are many cultural and personality issues that are factors, but it may be as simple as a lack of decency in the workplace. This shows that there is a general need for change in corporate culture.

Mr. Steve Harrison, the author of *The Manager's Book of Decencies: How Small Gestures Build Great Companies*, reveals the simplicity of promoting an 'ethical culture'. The idea sounds politically correct, but what is it exactly and how can it be implemented? According to Mr. Harrison, it involves many gestures of decency which are the foundation of creating an ethical corporate culture. It takes time to accumulate many decent gestures and most importantly should start at the top. 'Being decent is about treating people fairly and focusing on what will make people want to stay in a company' says Mr. Harrison.

He breaks down small decencies into five categories:

Consideration decency: Acknowledge employees' birthdays. Jim Donald, president and CEO of Starbucks Corp. does it. Once a month, Donald signs about 500 birthday cards.

Recognition decency: Let family members know about employee accomplishments. This small gesture tells them their contributions are also important.

Listening decency: Don't multitask during conversations. So don't check your e-mail or continue typing your report when in conversation.

Executive decency: Decent leaders are approachable.

Separation decency: Mind the details when terminating employees. Losing a job is upsetting. Employers need to be careful about how they fire employees. Don't humiliate anyone by escorting them out of the building.

There are also big decencies to consider for instance: Give each employee the authority to spend a certain amount to solve a customer's problem. This makes employees empowered and it allows the company to address customers' needs more quickly.

Whether big or small, these acts, repeated frequently throughout the company will eventually form an ethical corporate culture. Some employees need more encouragement than others, so it's important for leaders or management to commend these acts when they occur.

Mr. Harrison says that decent leaders all have one common trait: humility. He says that a leader is someone who treated everyone as equals and empowered employees by giving them credit for the company's success. Understanding the importance of reaching out to employees at all levels is essential. Acknowledging that everyone, no matter their position in the company, is contributing something.

Mr. Harrison clearly and consistently offered that an ethical corporate culture begins with company leaders. Decency can also start at the employee level as well. Leading by example doesn't necessarily mean we should wait for management to set an example. It can be inexpensive and rewarding to be decent and receive these acts too.

According to Mr. Harrison, effective decencies share six key attributes:

Actionable: A decency signals change in behaviour of the person performing it and inspires a similar change in the person on the receiving end of the act.

Tangible: An effective decency is something that can be touched, handled, or causes a measurable change in the workplace.

Practical: A business decency should be sensible. You may think you're being decent when making small talk with a coworker, but if you are taking time from their job at hand that is hardly being decent.

Affordable: Don't break the bank in an effort to be decent. Small decencies cost little or nothing at all.

Replicable: A one-off decency is always nice. But to encourage a culture of decency, these acts should be easy to offer to other people in the company.

Sustainable: Building a decent culture takes time and effort, so be sure that the decencies you're performing today will be just as good in the future.

Source: Globe and Mail-Careers August 17, 2007

Nicki Di Gravina, PMP

September 2007

Changepoint

Is Project Portfolio Management on Your Mind?

Bay3000 Corporate Education recently announced a strategic partnership with Compuware Corporation to deliver and implement Project Portfolio Management (PPM) that is enabled by leading edge Changepoint Software. The Bay3000 best practices knowledge in the industry coupled with a strong supportive software product such as Changepoint brings to our clients the ability to succeed in PPM for the long term and to get started with the right foundation.

It is well known that implementing PPM in an organization is more a 'change management' exercise than a technology implementation. For PPM to succeed, its implementation must be treated as a strategic project in itself and managed with very strong project management practices including exceptional stakeholder management. This is where Bay3000's expertise can make a difference in implementing PPM in your organization.

The best place to start is by engaging Bay3000 in a 2 day Strategic Planning workshop where we facilitate dialogue among your executives on the vision, benefits and objectives of PPM and draft a vision statement that you can build from. The first half day of the workshop, our experts in PPM will deliver an education session on best practices, concepts, terminology and standards in PPM so that your executives can be better equipped with a common language through the strategy session. To schedule a PPM Strategy Workshop, please contact us.

**Nominations for the
2007 Canadian Project
Excellence awards
are open.
For the awards
nomination form,
please visit
www.CPEX.ca**



**CPEX 2007 The Old Mill
October 2-3, 2007
www.CPEX.ca**

E-Learning Bay3000 Masters Certificate

This is the most complete and flexible accelerated program in project and portfolio management available today. This program was created by leading experts in the Project Management, Leadership & Portfolio Management.

- * The very latest **and proven techniques** on such topics as: integration, scope, time, quality, human resources, procurement, cost, communications, and risk. This program also includes Microsoft Project and Project Portfolio Management knowledge!
- * This Certificate Program is professional development for individuals who have accepted the challenge to master the art and the science of project management through a flexible self-directed program.
- * This self-directed program, with its unique live-instructor touch points, allows you to earn up to **60 PDU** for your PMP ® recertification. This program brings the **PMBOK** to life with techniques, templates, and strategies for applying the key principles and framework. With special emphasis for soft and interpersonal skills.

Through practical exercises, participants will focus on key concepts terms, and principles necessary for successfully managing programs and projects. You will take away usable templates that you can re-use in your projects immediately.

The program is focused on providing participants with the knowledge and skills they need to excel as project managers. This e-learning program is organized into 11 core modules, each with templates, examples and practical tips and techniques. You can go at your own pace and spend more time on areas that interest you the most.

- * Arsenal of practical templates and methodology artifacts that can be customized by you.
- * Checklists and tips sheets that you can use at your next opportunity to transfer the learning to on-the-job improvements.
- * Ability to contact expert instructors

Some of the Modules:

- * Delivering Winning Presentations
- * Giving Unbiased Information
- * Listening and Organizing
- * Appraising People & Performance
- * Effective Change Management.

Cost for Bay3000 Masters Certificate: \$2750.00
Duration: The per/person license is valid for 3 months
Registration: (800) 880-0855 or Sales@Bay3000.com

September 2007

Program Manager Professional Preparation Course

PMI is proud to announce that the Program Management Professional (PgMPSM) Credential will be made available to the public as of October 1st 2007!

Bay3000 has been chosen by PMI as one the few providers to the Preparation courses for the **Program Manager Professional Accreditation Exam**.

If you want to take the opportunity to carry this Senior Level Credential, please contact us to register your name and received the details.

To register call:

905-947-8562 Ext.0 or 1-800-880-0855 Ext.0
[www. Bay3000.com](http://www.Bay3000.com)

Nominations for the 2007 Canadian Project Excellence awards are open.

For the awards nomination form, please visit www.CPEX.ca



CPEX 2007 The Old Mill
October 2-3, 2007
www.CPEX.ca

September 2007

Real World Microsoft Project® Training

This is unlike any course in the software training or Project Management training Industry. This is not a generic software-training course but rather a productivity course taught in context of best practices.

Based on principles of adult education, learning and applied knowledge, combining methods of group development, facilitation, instructing, case studies, brainstorming, individual advising and self-paced learning. Participants will experience highly interactive, knowledge-based learning and leave with new skills they can apply quickly and can make them more productive in their projects.

1 Day Advanced only \$345

2 Day Boot camp only \$695

Choose From:

Call us (Boot Camp)

Call us (Advanced)



To register call 905-947-8562 Ext.0

Or 1-800-880-0855 Ext.0

[www. Bay3000.com](http://www.Bay3000.com)