

Soft Skills Make Hard Projects Possible

Anthony R. Reed CPA, PMP



PROFESSIONAL BACKGROUND

PROGRAMMER

DBA

MBA IN MANAGEMENT

PROJECT MANAGER

SOFTWARE QA MANAGER

MS IN ACCOUNTING & CPA

CERTIFIED SUPPLY CHAIN MANAGER

TECHNICAL & MANAGERIAL WRITER AUTHOR

The more you know about the reasons for program changes and defects, the better is your position to control them. By collecting and merging program information data usually maintained by various department divisions, you can develop a modification and defect reporting system like the one used at the Federal Reserve Bank of Dallas. This consolidated information will enable you to identify the types of program changes and the problems associated with them. Armed with this knowledge, you can make more intelligent decisions about productivity tools, program specifications, and training. Rather than expending energy reacting to problems and crises, your resources are conserved for active, productive campaigns.

Scoring With Software Fixes



BY ANTHONY R. REED

In the struggle for programming productivity, knowledge is power. Most likely you are bombarded with offers for new programming tools and methodologies that supposedly will increase productivity, improve quality, lower development and maintenance costs, and reduce backlogs. But as any experienced strategist knows, without good intelligence, fancy weapons are useless.

Without historical data that highlight the types and causes of program defects, it is impossible to select the tools and methodologies that will give you the greatest return on your invest-

ment. In the development life cycles, there is a great potential for savings by using code generators, fourth generation languages, and testing/debugging tools, provided they address the real problem areas.

Maintaining programs after they are moved into production takes more time than correcting JCL and other modules. If you know why production programs are changing, what is causing them to change, and what price you are paying for the changes, you can focus your efforts on solving specific problems instead of taking scattershots in the dark.

Most companies capture very basic information about program changes, such as the program's name, the change

ing this information. Our financial area kept track of the time spent on maintenance projects and tasks. Production control retained abend and job rerun information. Operations maintained logs of any production problems. The librarian stored data associated with production changes implemented by the programmers. The project teams and individual programmers maintained detailed problem logs and records of their system and program changes. And the user departments kept records of the production changes for which they were billed.

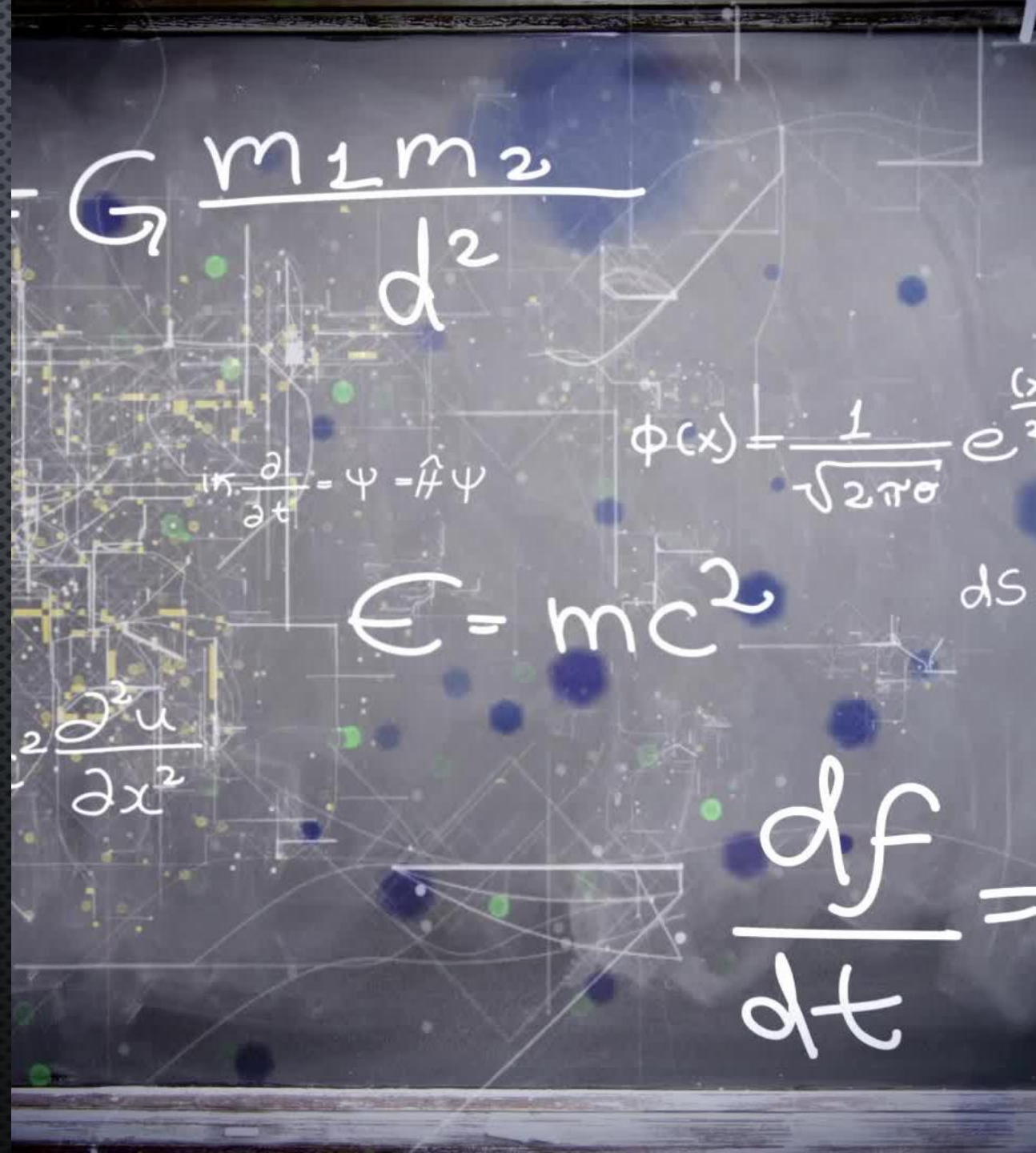
We realized that if we were to merge these data with information gathered concerning the type of defect, the reason the change was initiated, and the type of productivity tools used to

PROJECT COMPONENTS

STAKEHOLDERS

PROJECT TEAM

METHODOLOGY



METHODOLOGIES

- HIPO
- RAD
- JAD
- METHOD ONE
- TIME BOX
- AGILE
- WATERFALL
- SIX SIGMA
- LEAN SIX SIGMA
- **OMG / WTF**

STANDISH CHAOS* REPORTS

	1996	2000	2002	2004	2009	2011	2012	2013	2014	2015
Succeeded*	27%	28%	34%	29%	32%	29%	27%	31%	28%	29%
Challenged	33%	49%	51%	53%	44%	49%	56%	50%	55%	52%
Failed	40%	23%	15%	18%	24%	22%	17%	19%	17%	19%

2020

- **31% of projects are entirely successful**
- 50% of projects end up exceeding the deadline and not meeting business requirements
- **69% failure rate**
- 19% of projects are canceled

* Comprehensive Human Appraisal for Originating Software, since 1994



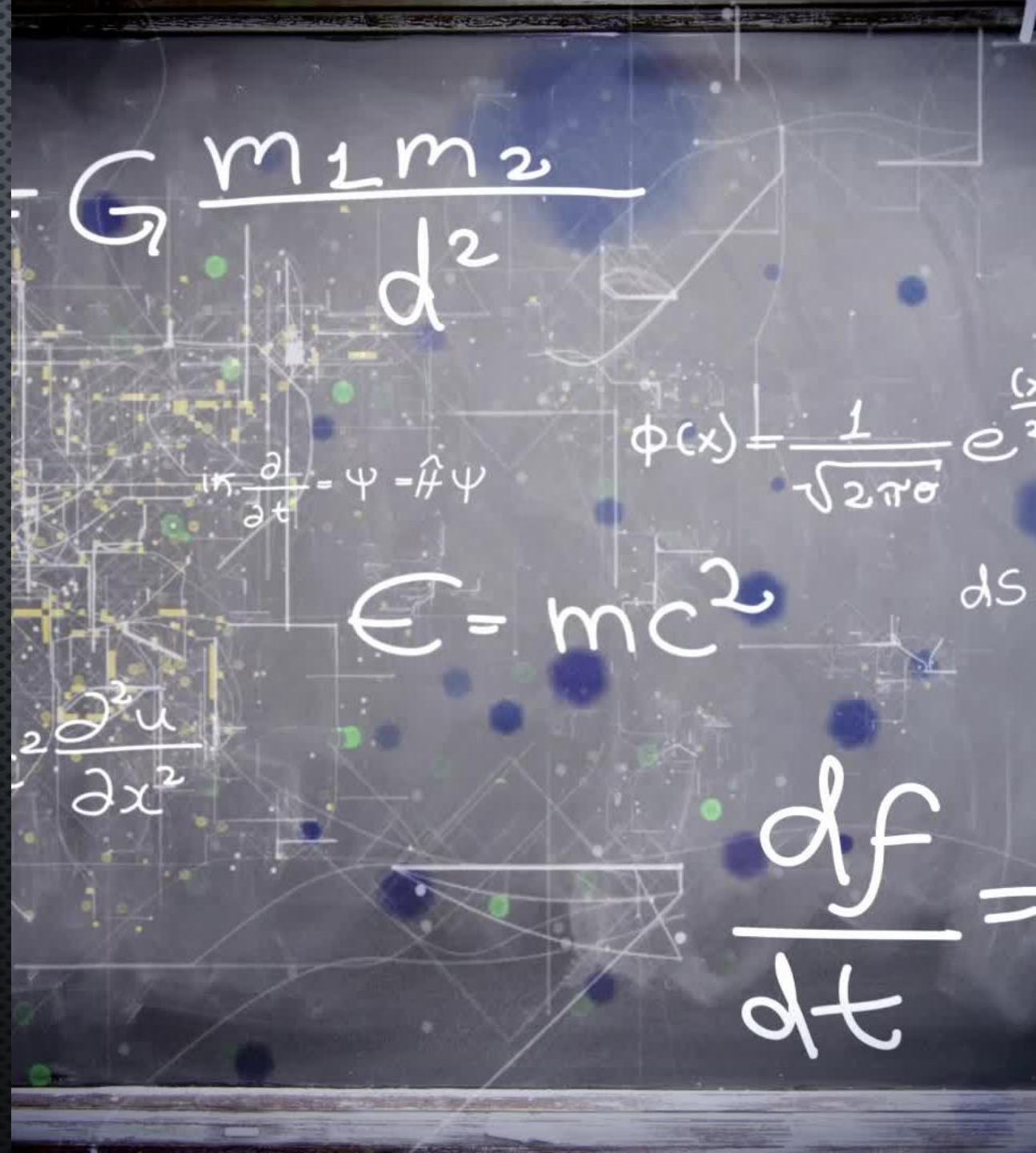
EVERY PROJECT
METHODOLOGY IS
SUCCESSFUL

*UNTIL
YOU ADD PEOPLE.*

PROJECT COMPONENTS

SOFT SKILLS

BUS. REQUIREMENTS



Soft Skills



Inspiring
Creativity
Motivating
Storytelling
Stress Management
Transfer Of Learning
Accepting Criticism

Soft Skills



**INTERPERSONAL SKILLS THAT ENABLE YOU TO
INTERACT EFFECTIVELY WITH OTHER PEOPLE
WHO ARE NOT LIKE YOU.**



GENDER
GENERATION
ON SITE/REMOTE
TECH/NON-TECH
US-BORN/FOREIGN-BORN
DEGREED/NON-DEGREED
ABLE-BODIED/CHALLENGED



Kayla Key, Chief Videographer

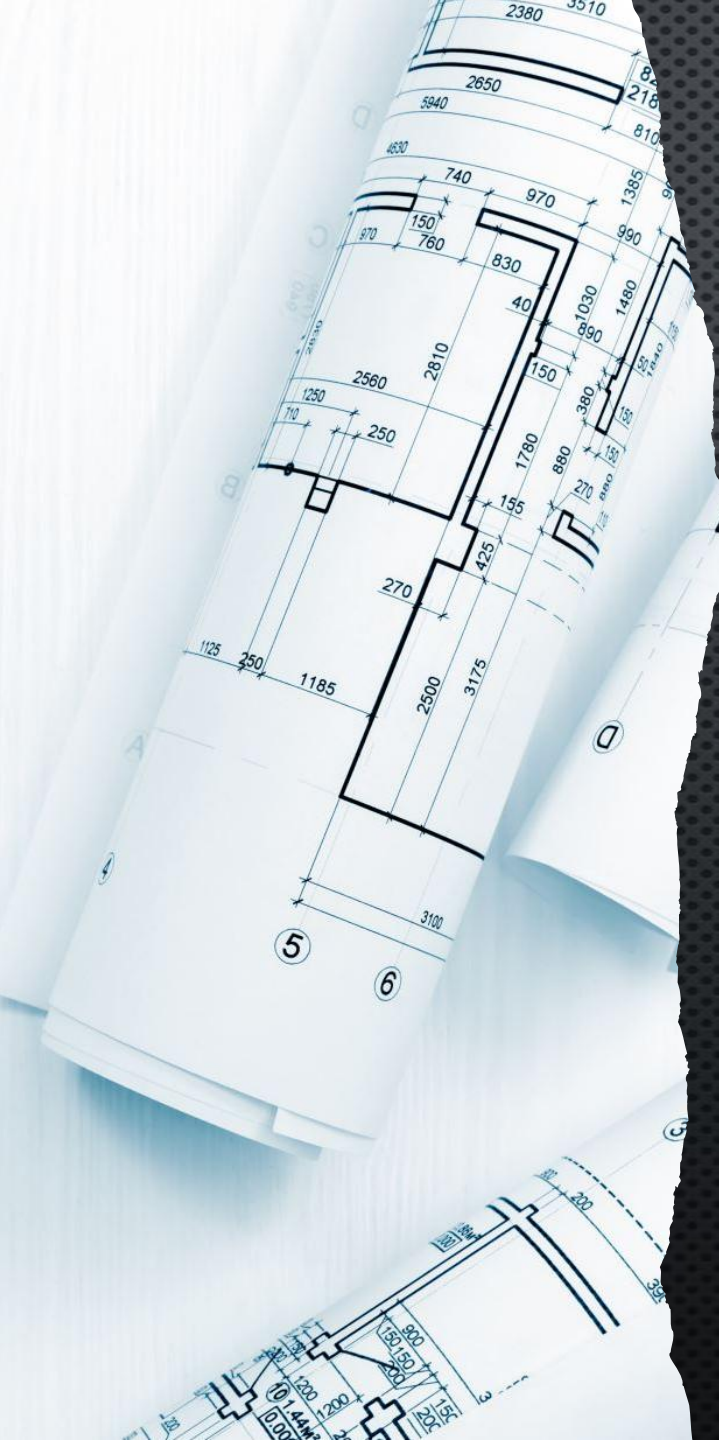


Solo TX, Rapper/Songwriter



TRANSFER OF LEARNING

THE STUDY OF THE DEPENDENCY
OF HUMAN CONDUCT, LEARNING,
OR PERFORMANCE BASED ON
PRIOR EXPERIENCES.



THE LONGER A
PROJECT'S DURATION,
THE HIGHER THE
PROBABILITY OF
FAILURE.



TECHNOLOGY
PUPPY

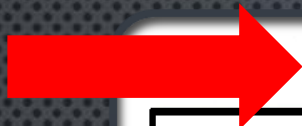
TRANSFER OF LEARNING

BREAKING THREE HOURS

Trailblazing African American
Women Marathoners
Anthony Renard Reed, Director



NON-RUNNERS



SUB THREE-HOUR MARATHON STORYBOARD

Script	Image

SUB THREE-HOUR MARATHON STORYBOARD

	<p>The sounds of students chattering.</p> <p>Fade from black to the classroom scene.</p>
<p>Sika Henry is introduced to a dozen young student/runners by a teacher/coach. They're told that she's</p> <ul style="list-style-type: none"> the first African-American female professional triathlete, a two-time marathon winner <p>A runner raises her hand and asks, "What's a marathon?"</p>	
<p>Sika (Voice Over): A marathon is 26 miles, 385 yards.</p> <p>The starting gun fires and the race begins.</p>	<p>Video clip from marathon start line</p> 
<p>Sika (Voice Over): That's like running 105 times around a quarter-mile track.</p>	<p>An aerial view of a track.</p> 
<p>A runner from the group asks, "What's the big deal about running a marathon in under three hours?"</p>	<p>Close up of the youth asking the question.</p> 
<p>Sika (Voice Over): To run a marathon in under three hours, you must run faster than six minutes, fifty-two seconds per mile.</p>	<p>Video of Sika running in a marathon</p>

Video segment from

*Breaking Three Hours:
Trailblazing African American
Women Marathoners*

Runner's World digital edition, February 20, 2023

The Best Running Documentaries That Motivate and Inspire

Cancel today's plans! We have your next list of movies to binge watch.

Breaking Three Hours

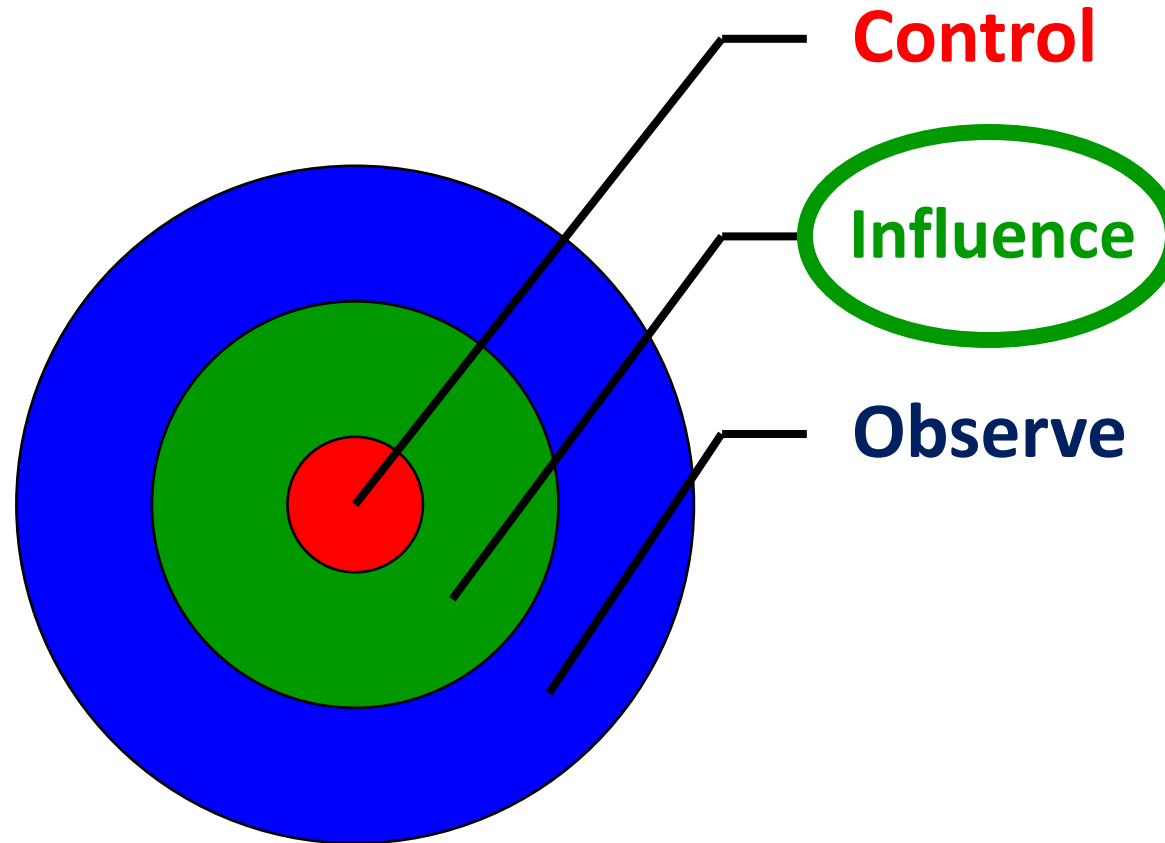
Learn more about the Black American women who have run sub 3-hour marathons.



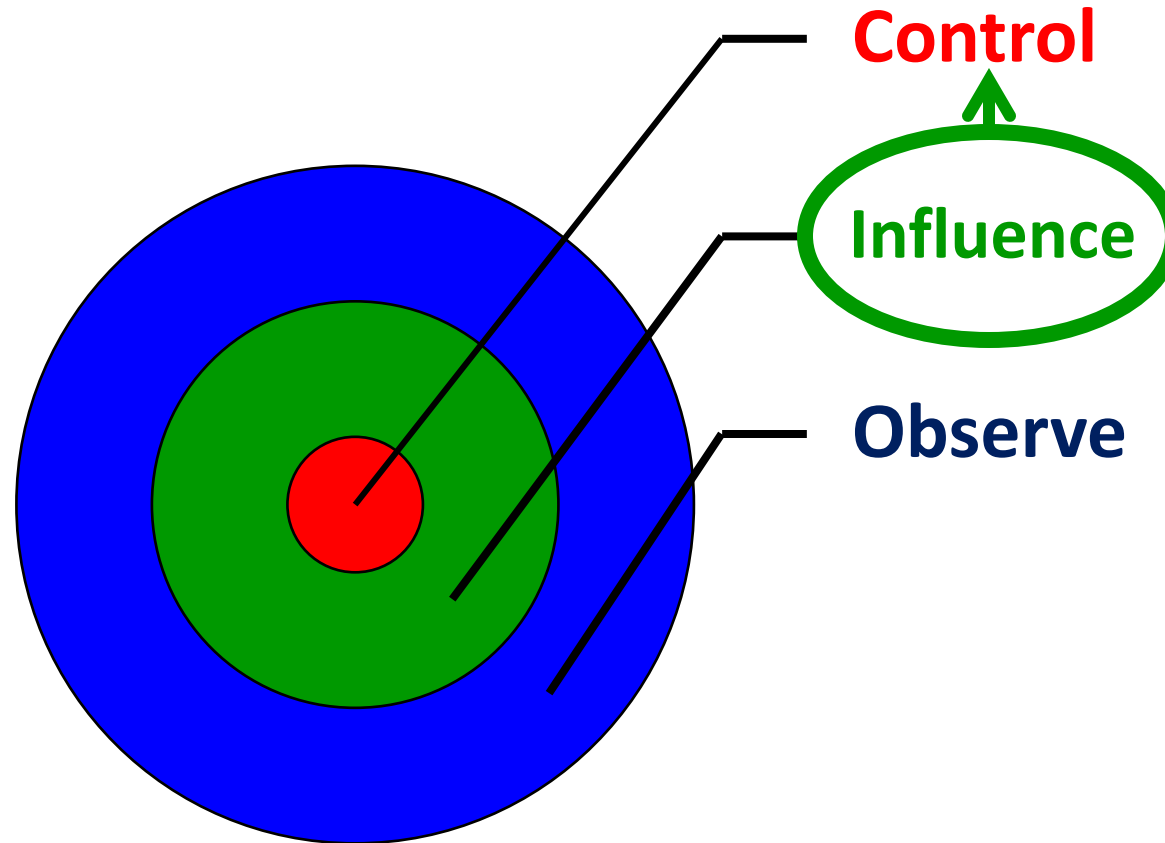


STRESS MANAGEMENT

Situational Awareness



Situational Awareness



A scenic landscape featuring rolling green hills under a warm, golden sunset sky. A winding asphalt road curves through the hills, bordered by a wooden fence. A river flows alongside the road in the foreground. The overall mood is peaceful and inspiring.

The toughest roads may
lead to the most rewarding
experiences.













NATIONAL MUSEUM
of AFRICAN AMERICAN
HISTORY & CULTURE



Smithsonian Visit Explore Learn Connect Events About



Bib number for Tony Reed in the 2007 Safaricom Marathon in Nairobi, Kenya

Created by

[Safaricom Ltd.](#), Kenyan, founded 1997

Worn by

[Reed, Tony](#), American

Object Details →

2 Media Items



NBMA running jersey worn by Tony Reed worn during a marathon in Nairobi, Kenya

Created by

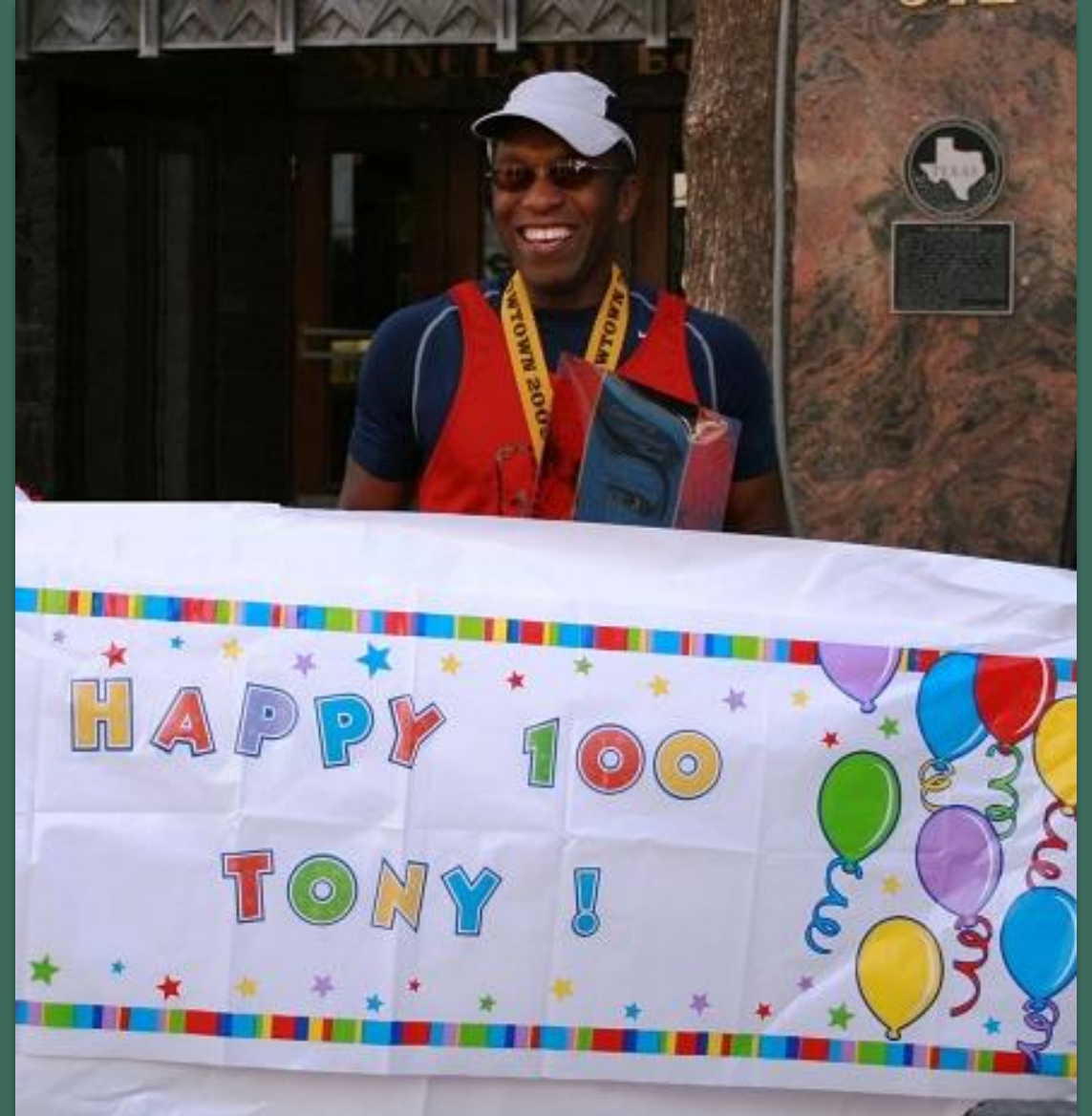
[Converse](#), American, founded 1908

Subject of

[National Black Marathoners Association](#), American, born 2001

Worn by

[Reed, Tony](#), American





• PCSFN HERO •

AWARD

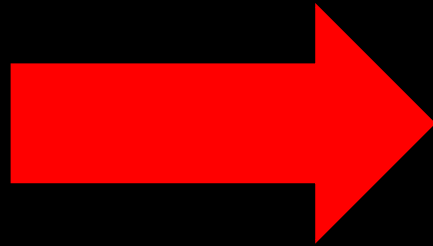


Thirty-Minute Executive Project Management Lesson on Business Requirements



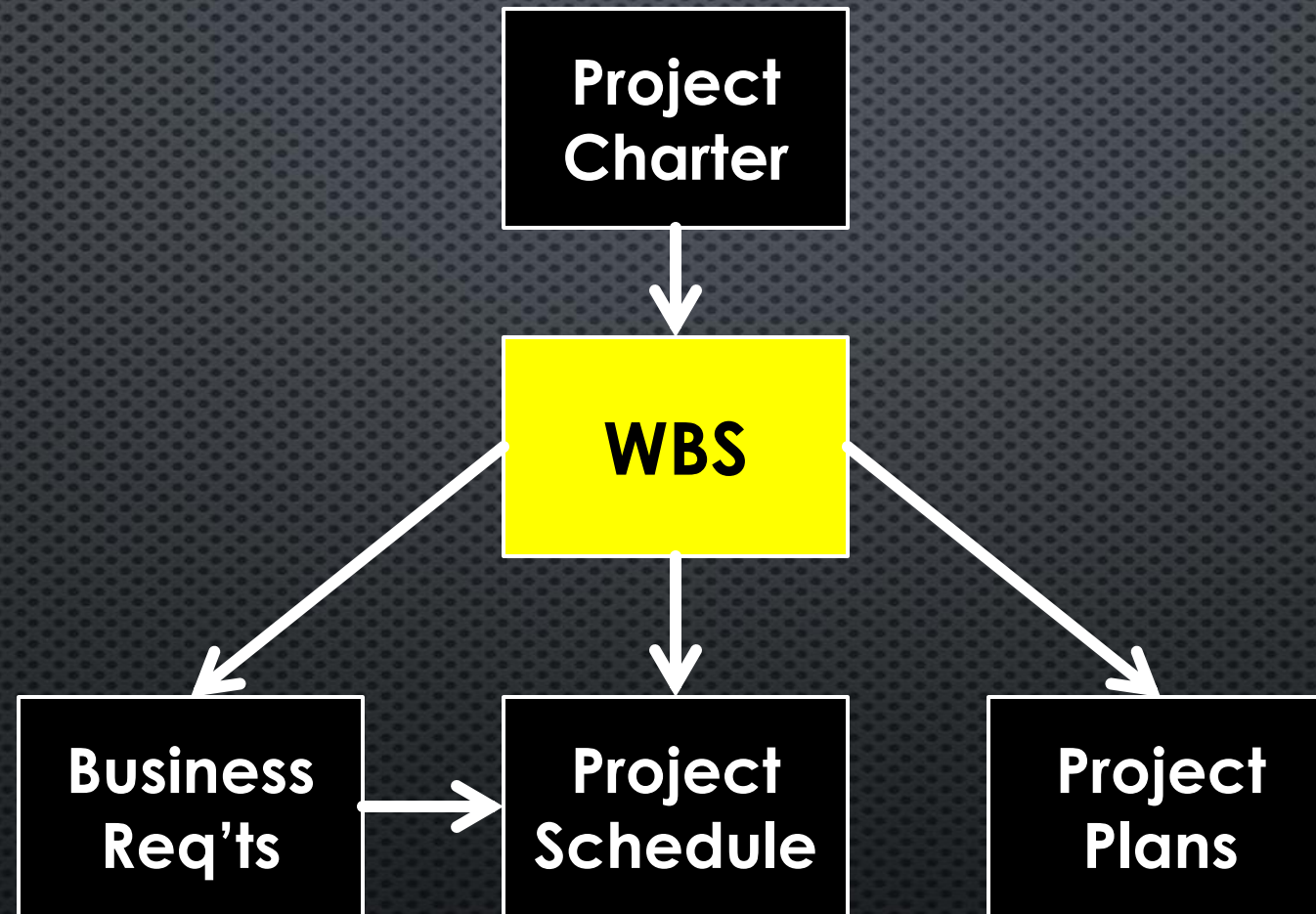
Transfer of Learning

Cooking
Dinner

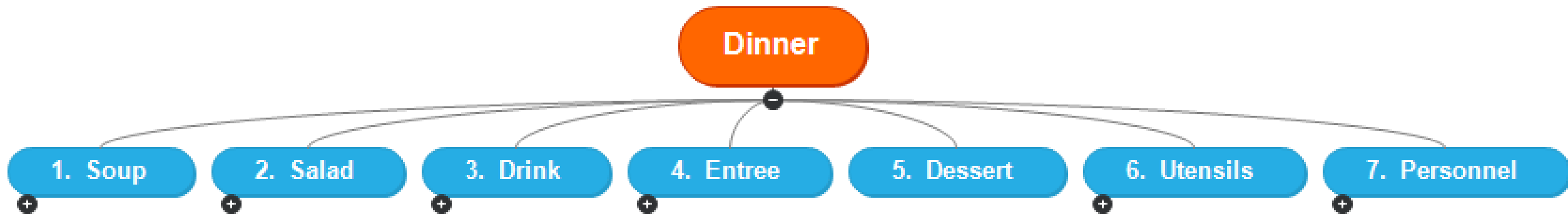


Gathering
Business
Requirements





DINNER – LEVEL 1 WBS



24 UTENSILS

SALAD FORK

SOUP SPOON

DINNER FORK

DESSERT FORK

EATING KNIFE

STEAK KNIFE

COOKING
KNIVES

DINNER PLATE

SALAD PLATE

LOBSTER BIB

DESSERT PLATE

SOUP BOWL

COFFEE CUP

COFFEE
SAUCER

BREAD PLATE

COFFEE SPOON

NAPKIN

POTS

PANS

CLEAVER

TABLE CLOTH

PLACE MAT

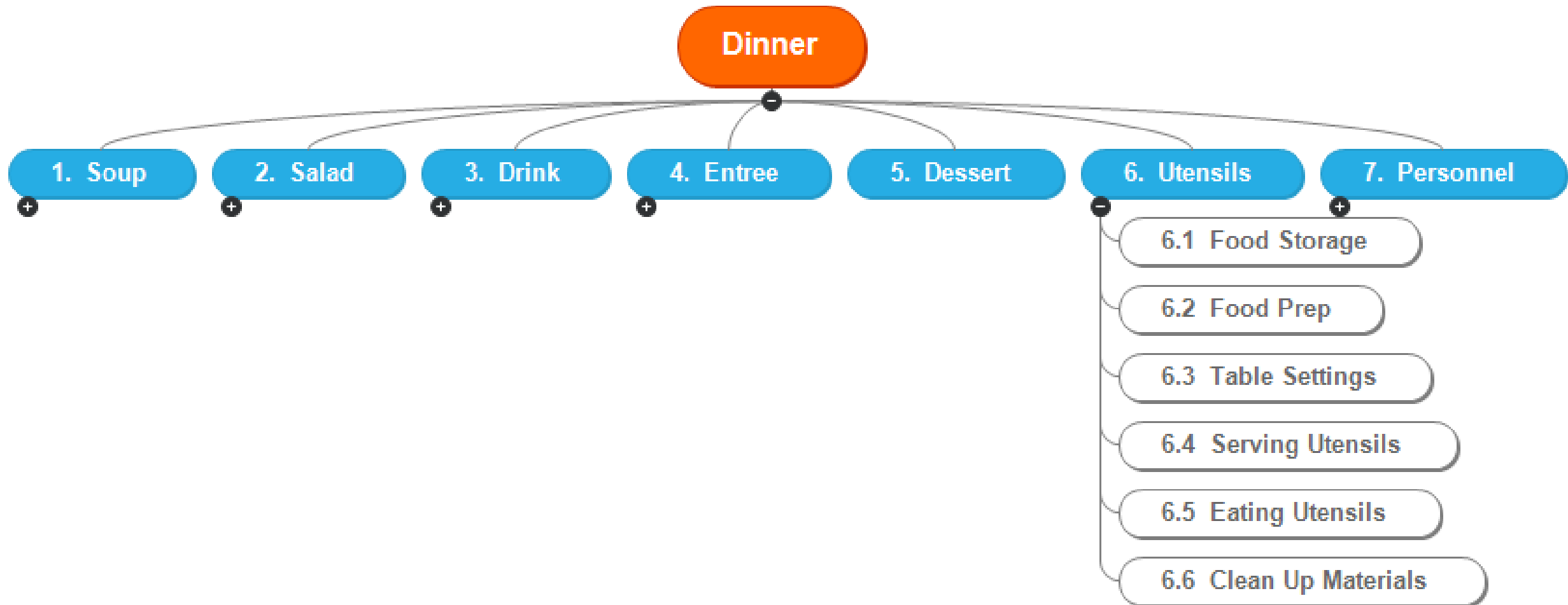


UTENSIL SETS

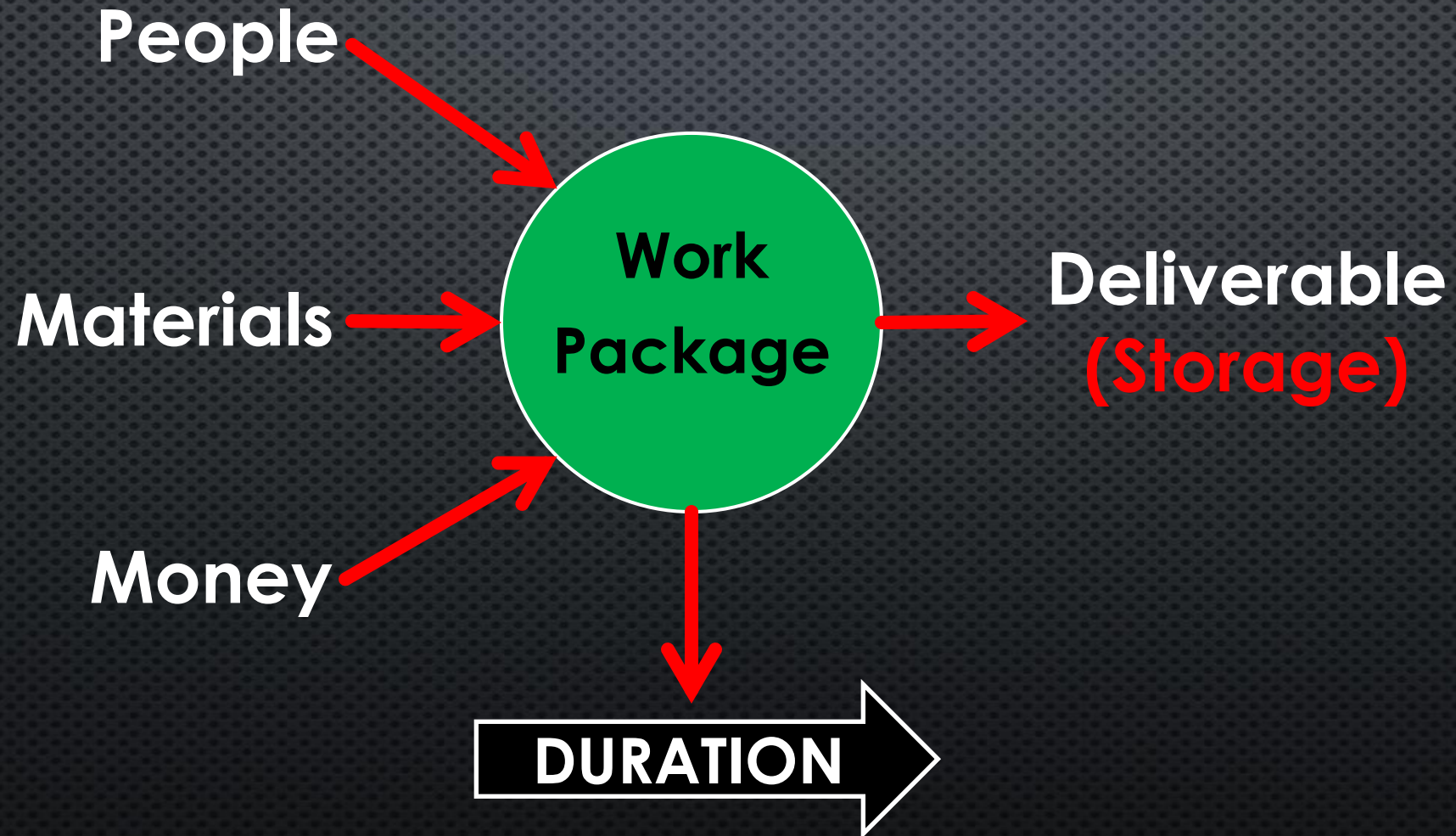
1. FOOD STORAGE
2. FOOD PREPARATION
3. TABLE SETTING
4. SERVING
5. EATING
6. CLEAN UP

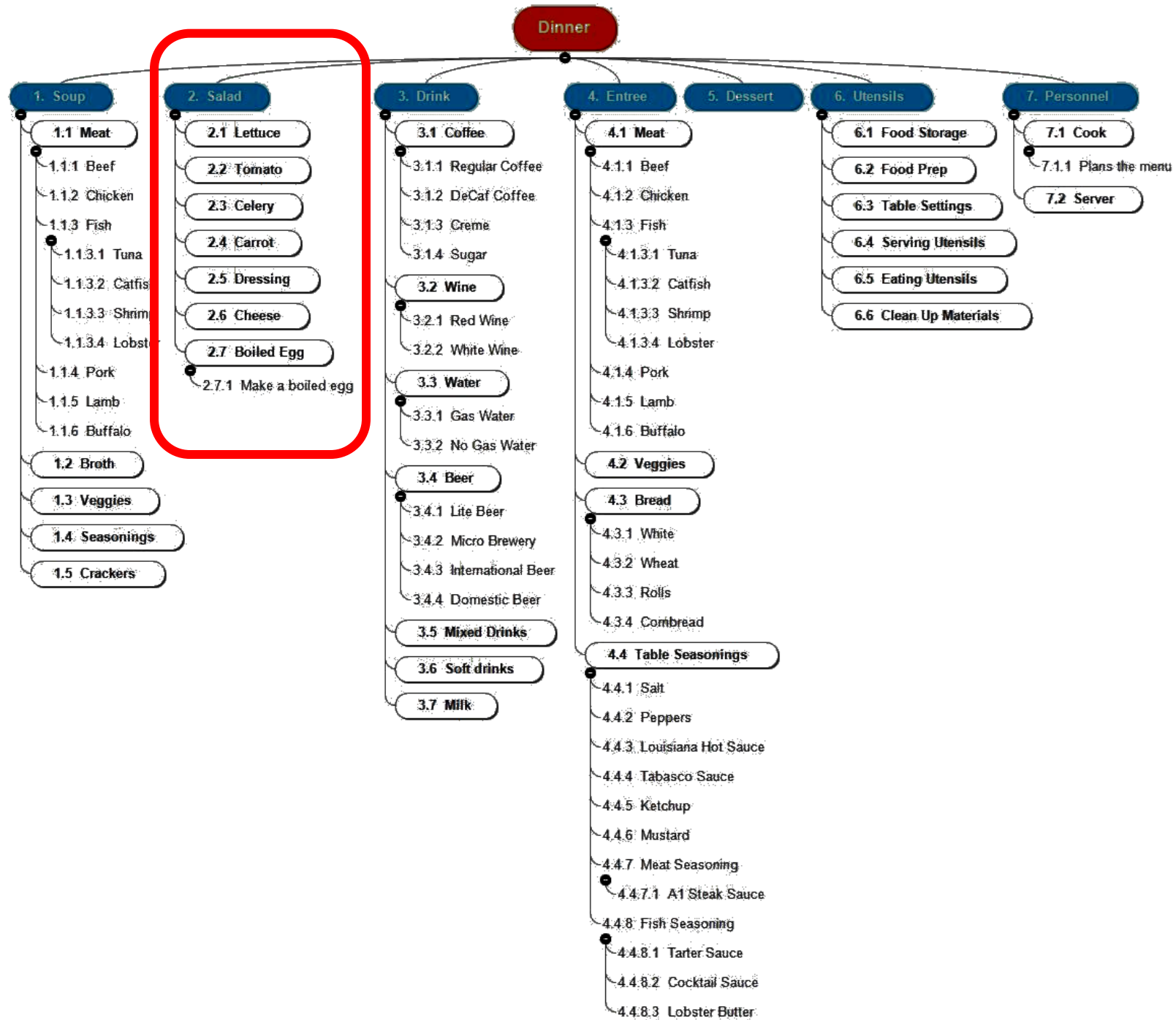
DINNER UTENSILS

LEVEL 2 WBS



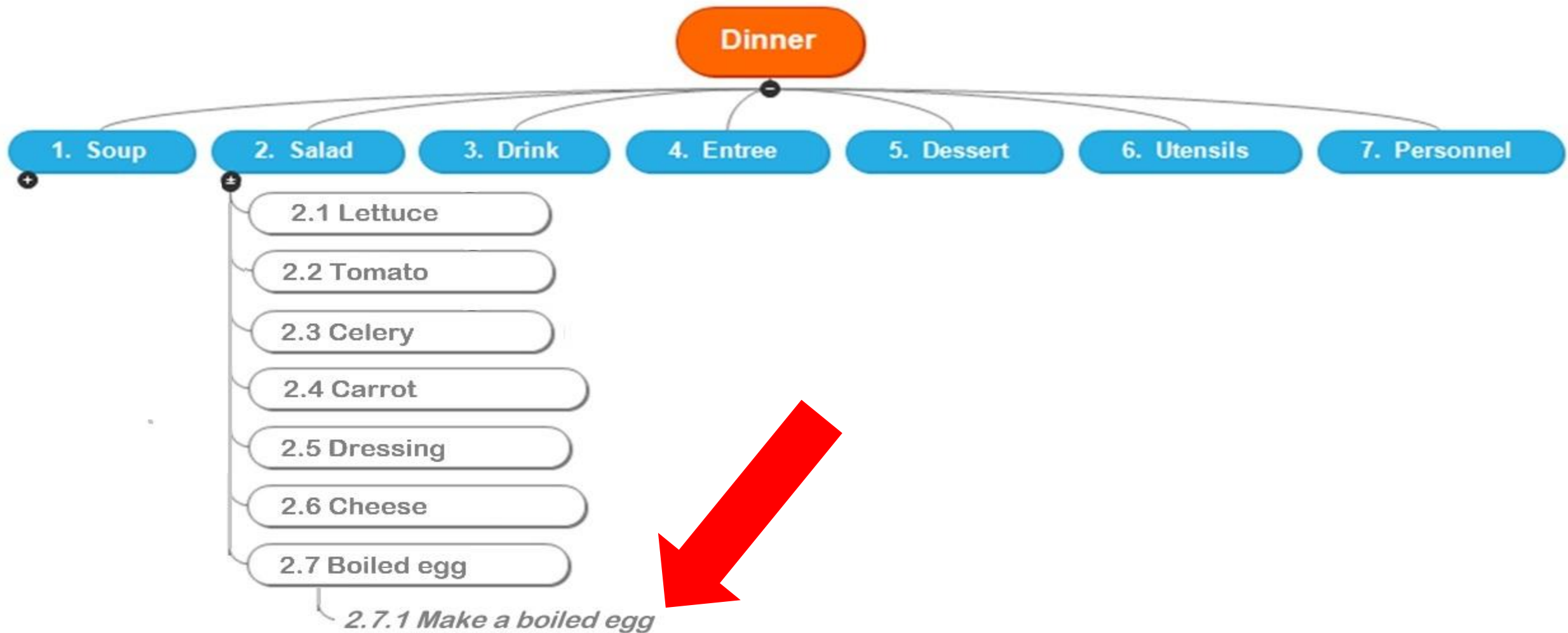
WORK PACKAGE





DINNER SALAD

LEVEL 2 WBS



A close-up photograph of six brown eggs resting on a coarse, woven burlap surface. The eggs are arranged in a cluster, with some in the foreground and others slightly behind. The lighting is soft and even, highlighting the natural texture of the eggshells and the burlap. The background is a plain, light-colored surface, slightly out of focus.

WORK PACKAGE *MAKE A BOILED EGG*

Write the steps to make a
hardboiled egg.

eHow.com Directions

1. Put water in saucepan and bring to a boil. Use enough water that eggs will be covered when added.
2. Add eggs to boiling water & immediately lower the burner temperature so the water is merely simmering, not boiling.
3. Cook eggs for 12 to 15 minutes.
4. Drain out hot water. Run cold water over eggs for about a minute after the timer goes off and let them soak a bit to cool off.

eHow.com Directions

1. *[Who?]* Put **water** *[source of water?; water temp?]* in **saucepan** *[size?]* and bring to a boil *[implied stove & burner setting?]*. Use enough water that **eggs** *[what kind?; source of eggs]* will be covered when added.
2. Add eggs to boiling water & immediately lower the **burner** temperature so the water is merely simmering *[define simmering]*, not boiling.
3. Cook eggs for 12 to 15 minutes *[implied timing device]*.
4. Drain out hot water. *[implied sink]* Run cold water over eggs for about a minute after the **timer** goes off and let them soak a bit to cool off.

CORRECTNESS VS COMPLETENESS

JACK WENT UP THE HILL TO FETCH A PAIL OF WATER.

JACK AND JILL WENT UP THE HILL TO FETCH A PAIL
OF WATER.

What Steps Are Missing?

- Did you wash the eggs?
[source of eggs]



What Steps Are Missing?

- Did you wash the eggs?
- Do you add anything to the water before boiling?
- Do you peel the eggs?
- Are there any safety measures or precautions that you should consider?
- ***CLEAN UP!!!***

NEW
TECHNOLOGY!!!

Just Crack,boil & Pop! Never Peel A Hard-Boiled Egg Again!

Silicone Egg Boil

6

PC SET

How To Use:

- Crack, Boil And Pop Eggs Out Of The Silicone Pod
- Thermodynamic Design Allows Eggs To Cook Just Like In The Shell
- Makes Hard-boiled, Soft Boiled And Mini-omelettes

CRACK

BOIL

POP

Make Your Favorite
Delicious Egg Dishes

50%
OFF

\$12.99

Just Crack,boil & Pop! Never Peel A Hard-Boiled Egg Again!

Silicone Egg Boil

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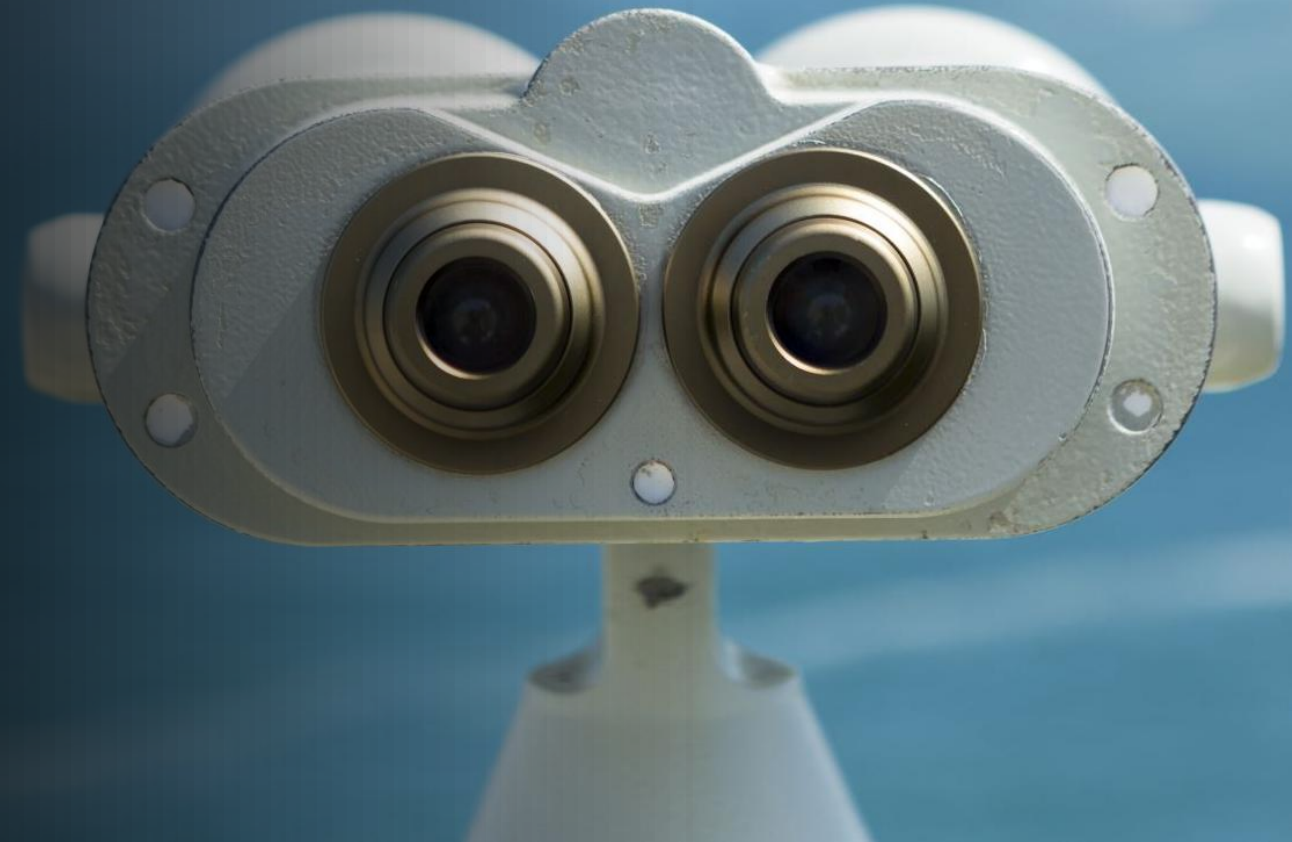


Lessons Learned

- Everyone boils eggs.
- No two people will write the directions the same way (and agree on them).
- It may take longer to write the instructions than it does to perform the task.
- Document all assumptions.
- Consider new technology.
- What's missing?



DIRECT OBSERVATION





FAMILY & FRIENDS



RESPONSE

I feel really bad about what I said last night and want to apologize.

NP.

You didn't tell me what I WANTED to hear, but what I NEEDED to hear. Thanks.



Impersonal



Personal (Soft Skill)

FOCUS GROUPS

Breaking Three Hours: Trailblazing African American Women Marathoners

Of 14 million marathon finishers, only twenty were US-born African American women who finished in under three hours. This documentary is about three-hour women, National Black Distance Running Hall of Fame inductees.

★★★★★ 12 IMDb 10.0 1 h 19 min 2023 13+ ==

[Sports](#) · [Documentary](#)

Available to watch



FILM FESTIVAL AUDIENCE



Route Driver/Salesperson

TRANSITIONS

INTRODUCTIONS

Zero!!!

CHALLENGES

MARILYN BEVANS

SEXISM

ALISA HARVEY

MEDICAL PROBLEMS

ELLA WILLIS

BODY IMAGE

MICHELLE BUSH-CUKE

SPECIFIC RACES

SIKA HENRY

INGRID WALTERS

MICHELLE TIFF-HILL

SAMIA AKBAR

10 Best Documentary

4 Best Sports Documentary

3 Best Biographical Film

3 Best Original Music

2 Best Inspirational Film

1 Best Director

1 Best News Story

1 Best Short Historical Film

1 Best Human-Interest Story

1 Best Short Social Message Film

1 Best Interview Format, Talk Show, or Podcast



2024
Orlando Urban
Film Festival



For Commanders' Video Producer, Many Stories Left to Tell

April 30, 2025 by Lawrence Hardy

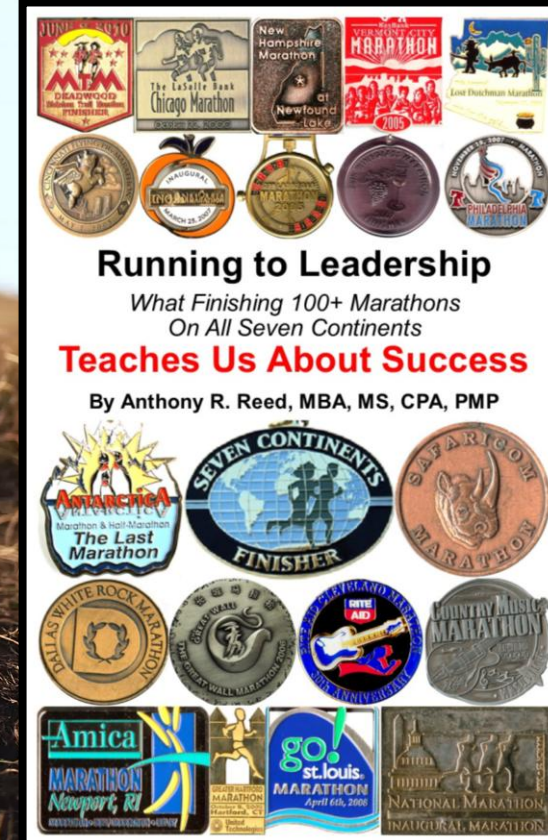


Kayla Key and colleagues in Tampa Bay, Florida, for the 2025 NFC Wild Card Playoff. Left to right: Washington football legend and Super Bowl Champion Brian Mitchell, Commanders producer Mady Benton, Commanders host Bryan Colbert Jr., Key, and Washington football legend Santana Moss.

Soft Skills



**INTERPERSONAL SKILLS THAT ENABLE YOU TO
INTERACT EFFECTIVELY WITH OTHER PEOPLE
WHO ARE NOT LIKE YOU.**



Anthony Reed CPA
LinkedIn Code



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