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The Human Factor in Project Management

**Leading Project Teams to
Breakthrough Success**



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What we will cover

- How to Understand Your Behaviors and Patterns
- Human Needs Psychology
- Your 6 Basic Human Needs
- The Impact of Those Needs on Behaviors
- Key Decisions



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“When dealing with people,
remember you are not dealing
with creatures of logic, but
creatures of emotion.” ~ Dale
Carnegie



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Why do so many projects fail?



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The most common reason
that projects fail, is that
your teams' needs aren't
being met.



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**“I love working on
projects, it’s the people I
can do without.”**

~ Actual Quote from a Project Manager



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Is this what your project teams look like?





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Or is *this* what your project teams look like?





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**How can we form more
effective teams right
from the start?**



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**To become an
extraordinary leader, you
must develop an
extraordinary psychology**



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**You must understand the driving
force in the other person's life.**

**And it helps to first understand
your own...**



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A New Model For Building Sustainable Teams



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Human Needs Psychology



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The 6 Basic Human Needs

Certainty



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The 6 Basic Human Needs

Key Words:

Comfort, Security, Stability,
Protection, Predictability



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The 6 Basic Human Needs

Uncertainty or Variety



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The 6 Basic Human Needs

Key Words:

**Fear, Instability, Change,
Chaos, Suspense, Surprise,
Risk, Crisis**



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The 6 Basic Human Needs

Significance



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The 6 Basic Human Needs

Key Words:

**Pride, Perfection, Evaluation,
Competition, Achievement,
Performance**



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The 6 Basic Human Needs

Significance is the single biggest contributor to conflict on your teams!



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The 6 Basic Human Needs





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The 6 Basic Human Needs

**Love/
Connection**



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The 6 Basic Human Needs

Key Words:

**Togetherness, Unity, Warmth,
Teamwork**



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Growth



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The 6 Basic Human Needs

Key Words:

Development, Inspiration,
Challenge, Learning



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The 6 Basic Human Needs

Contribution



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The 6 Basic Human Needs

Key Words:

**Giving, Mentoring, Generous,
Teaching**



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The 6 Basic Human Needs

Those first 4 needs are the needs of the personality - survival needs. The last 2 needs are spiritual needs and are essential to fulfillment.



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The 6 Basic Human Needs

**Think about your top 2
needs. Those are your
driving needs.**



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The 6 Basic Human Needs

Exercise #1

Know Your Human Needs



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The 6 Basic Human Needs

Impact on change Strategies to respond



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As leaders, you need to know:

How well are team members' needs being met?

How can we find new ways to meet them without compromising the goals of the project?



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Key Decisions



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Four Basic Qualities of Key Decisions:



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Four Basic Qualities of Key Decisions:

1. The earlier the decision, the more powerful it will be.



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Four Basic Qualities of Key Decisions:

2. The more urgent the circumstances, the more influential the decision will be.



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Four Basic Qualities of Key Decisions:

3. Key Decisions set a precedent.



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Four Basic Qualities of Key Decisions:

4. Key Decisions are reinforced with repetition and reward.



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The 6 Basic Human Needs

Exercise #2

Your Key Decisions



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**We've covered a LOT of
material in this course.**

"I know this stuff."



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REVIEW

We all have the same 6 basic human needs

Our Key Decisions shape the course and quality of our lives

You must develop an extraordinary psychology - including becoming emotionally fit



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Thank you!
Questions?



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