**The SPARK Method Case Study**

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| **Course Title**  | **Flawless Project Management with the SPARK Method** |
| **Course Learning Goals** | 1. Know where to start with Project Management, communicate and cooperate effectively.
2. Know how to lead a team.
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| **Case Study Check List Area** | 1. “R” - Reflect – Put Soft Skills in Action.
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| Case Study Section Title | Task Description | Training Lesson Completed | Case Study Task Completed | Tested on a Real Project | FeedbackGathered | Wrote Comment How It Worked |
| “R” – REFLECT**Put Soft Skills in Action** | 1. **Organize "A little bit about me" session with your team to get to know each other better.**
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| 1. **Gather anonymous feedback how you can improve. “If you do not like it, do not defend, analyze how truthful and helpful it is.”**
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| 1. **Give recognitions to your team members.**
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| * 1. Ask your management what are different ways to get someone recognized.
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| * 1. Use all means possible: e-mails, badges and whatever you have in your company. (It does not have to be a monetary award.)
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| * 1. Let management know for a great job your team members are doing.
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| * 1. Give at least two immediate feedbacks for a good work.
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| * 1. Give immediate, constructive, **1-on-1 feedback**, on not so great performance but listen to understand where the problem is. Do not judge!
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| * 1. Write down into your plans that you should do this regularly!
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| 1. **Find a mentor(s) in your company to explain you Customer’s point of view.**
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| * 1. How does communication with your clients look like and what are specifics?
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| * 1. Understand business of your Customer(s) better, their point of view and why they need your services.
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