Program Managers I've Known and "Loved"
and their report card on people skills, processes and technology

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- Attila the Manager – crush the insurgents
- Kill Bill the Manger – smother the customer
- The Coach Manager – focused on the team and the customer

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- ## Attributes
    - ### Rules the program with an "iron fist"
    - ### Thick notebook of knowledge
    - ### Surrounded only by loyalists
    - ### Questioning Attila is met with retribution
    - ### One way communications – Attila to the troops

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- # Strengths
    - ## Intelligent, Broad Background, Strong Team of Loyalists
- # Weaknesses
    - ## Inward Focus, Communication Skills
- # Report Card
    - ## Technology – 33%, Processes – 33%, People Skills – 15%. Grade is 81 (B)

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- # Attributes
  - ▪ "Joined at the hip" with the customer
  - ▪ Whips the team in response to all customer requests
  - ▪ Customer is right 100% of the time, no questions asked
  - ▪ Shoots anyone the customer wants
  - ▪ Replanning R Us

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- # Strengths
  - Loved by the Customer, High Contract Award Fees, Liked by the Team (Usually)

- # Weaknesses
  - Program Costs/Schedule Second to Customer Satisfaction, Hard to Keep Dedicated Team in Place, Inter-team Communications

- # Report Card
  - Technology – 30%, Processes – 30%, People Skills – 15%. Grade is 75 (C)

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- Attributes
  - Good relationship with the customer
  - Carries team generated best ideas/processes to the customer
  - Surrounded by best qualified people
  - Focused on open communications
  - "Freedom from fear" working environment

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- # Strengths
  - Open and Honest Communications, Able to Correct Problems Quickly, Support of the Team

- # Weaknesses
  - May Deliver Bad News at Bad Times, Can be Criticized by Management if not Focused on Financials, Absorbs the "Arrows" for the Team

- # Report Card
  - Technology – 30%, Processes – 30%, People Skills – 30%. Grade is 90 (A)

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- All Different Types of Program Managers Serve a Useful Function. Most are Effective in Their Own Style

- You Must Pick the Style that will be your Winning Style

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