

# Project management and teamwork best practices

Project management and teamwork are often referred to as "soft skills" when working in design. It's not so much about technical knowledge as communication, delivery, and satisfaction. Communication with teammates and clients, delivery of a final product, and satisfaction that the final product does what it's intended to do. Keep the following best practices in mind when managing projects and working in teams.

## Managing projects

When managing projects you need to plan appropriate schedules and manage time. Some guidelines to successfully track projects, both individually and in a team, include:

### Design documents:

- Consistently uses design documents to guide the design and development process.
- Identify purpose, audience, and goals of your project, especially when working with clients.
- Identify the necessary project steps by creating a project plan.
- Within the project plan, create a timeline with specific deliverables and due dates.
- Consistently track your milestones in order to produce deliverables and meet deadlines.
- Assign roles when working in teams and define and prioritize tasks for you and all teammates.
- Make sure you and all teammates are following up and following through on roles and responsibilities.

### Time management:

- Allot time for each phase of the design and development process.
- Review your project plan daily and give brief daily status reports within your team, to a project manager, or to an instructor, of how you and your teammates are doing on time per task.
- Make sure to use contingency planning for any unforeseen delays and reprioritize and update the tasks and deliverables in your project plans when needed.

### Display professional attitudes and skills, such as the following:

- Punctuality
- Dressing well when interviewing peers and clients
- Promptly replying to peers and clients
- Listening to suggestions and working well in groups

### Communication:

- Respond to feedback and offer feedback.
- Decide which feedback improves the content and design of the project and incorporate this feedback into the redesign.
- When critiquing each other's work be sensitive to the feelings of others and use constructive comments and words.

### Working in teams

Most design projects are completed while working as a team, especially when working within a design firm. Follow these best practices when working within a team to achieve success in communication, collaboration, and delivery:

- Identify roles when working in teams. Clearly designate and be clear who is responsible for managing the tasks that fall under their assigned role.
- Potential roles in design projects:
  - Writers - responsible for writing all content
  - Editors - responsible for editing all content
  - Photographers - responsible for all digital photography
  - Videographer - responsible for shooting all digital video
  - Director - responsible to making rough and final cuts of video production projects
  - Designers - responsible for designing elements of layout and look and feel of project
  - Developers - responsible for the technical production of web-based projects
  - Project managers - responsible for keeping all members on task for a project. Usually the person who interfaces with the client.
- Team communication:
  - Decide how the team will communicate. You might want to spend some time brainstorming with your team to identify constructive comments and words. This team-generated list can be posted as a reminder for everyone when giving a critique of a fellow teammates work.
  - Determine if one person will be the project manager overseeing all tasks and deliverables.
  - If working with a client, elect a person who will communicate directly with the client to understand and clarify any client expectations; Decide how information will be relayed back to the group from the client; and use email, web conferencing (such as Adobe Connect), Adobe Acrobat and Acrobat.com, and other online collaborative tools to review designs with a client.
- Team collaboration:
  - Make sure to collaborate with your teammates as required to provide feedback or assistance.
  - All team members should fulfill assigned team roles and contribute equally to project work.
  - Working collaboratively means you will consult with other team members on major project decisions.
  - Teammates should make an effort to help each other succeed and build skills.
  - Remember when working in a team, you need make sure you are doing a good job individually while also contributing to team goals, working to solve any team conflicts, and collaborating with teammate to adopt successful practices.