

**Project and Change
Management Collaborators:**
*A University of Minnesota
Community of Practice
Success Story*



UNIVERSITY OF MINNESOTA
Driven to Discover®

Presenter

Christopher Bucksa, MS, PMP, CSM

Project and Change Management Collaborators (PCMC) Related:

Consistently volunteered and held various leadership roles within the Project and Change Management Collaborators community of practice since its beginning in June of 2008.

Professionally:

A Senior Project Manager specializing in business information technology projects and solution implementation projects. Twenty years of technology experience managing IT groups and leading departmental and enterprise projects at the University of Minnesota. Led project and change efforts in both the academic colleges and the administrative of the University of Minnesota. Used a wide variety of project management approaches and methodologies.

Presentation

- Community of Practice Definition
- PCMC Overview
- Keys to Success
- Additional Materials

Purpose: Share a “real-world” set of experiences and choices to help launch, grow and sustain a community of practice.

Questions: Please ask them during the presentation

Community of Practice

Definition: A group of people who share a common concern, a set of problems, or interest in a topic and who come together to fulfill both individual and group goals.

Etienne Wenger, Richard McDermott & William Snyder, *Cultivating Communities of Practice: A Guide to Managing Knowledge* (Boston, MA: Harvard Business School Press, 2002).

PCMC Current Environment

- UMN
 - Hundreds of different Colleges, Departments, Units, Workgroups....
 - 25 millions square feet of buildings
 - 5 systems campuses across the state
- 600 plus members based upon current mailing list
- Exists because of the Steering Committee

PCMC: Primary Goal

Form a collaborative peer network of University professionals who work in project management or simply approach their work from a project perspective.

Change and Adapt (Monthly Events)

- Beginning:
 - Presenters need to be “Community Members”
 - No PowerPoint Presentations
 - Face to face
- Currently
 - Topical experts
 - Use a wide variety of presentation methods
 - Try alternate attendance options

Result: Attending PCMC Events is a legitimate professional development opportunity

Events

- Event Segments
 - Share Knowledge
 - Apply Knowledge
 - Report out
- Event Formats
 - Panel of experts
 - Table Topics
 - Traditional Lecture
 - Book Club
 - Project Work

Note: Continue to experiment with different event formats.

Steering Committee Members

- Chair, Co-Chair and Steering Committee members are recruited.
 - Should have a strong network in the organization
- Chair should change
- Co-Chair should work with Chair for one year prior to taking on Chair role.

Additional Resources

UNIVERSITY OF MINNESOTA
Driven to Discover™

One Stop MyU For Students, Faculty, and Staff

PCMC
Project & Change Management Collaborators

Home About PCMC Upcoming Events Program Archive Book Club

Welcome to PCMC!

Project and Change Management Collaborators (PCMC) is a vibrant and responsive peer network at the University of Minnesota. We strive to advance knowledge and foster exceptional results in project and change management.

PCMC creates opportunities for UMN professionals to:

- Share and learn with each other
- Highlight existing resources
- Encourage personal leadership
- Identify ways to overcome inherent challenges of project and change management at the University

PCMC supports University staff taking a project and change management approach to their work as well as in formal project and change management roles. PCMC recognizes that anyone can benefit from project and change management principles and tools even those without "project management" or "change management" their job title or description.

Email pcmc@umn.edu with questions and comments. Visit the [PCMC Google Gro](#)

www.pcmc.umn.edu

Community of Practice Design Guide

A Step-by-Step Guide for Designing & Cultivating Communities of Practice in Higher Education

Acknowledgments

This guide was developed based on the shared experiences of several organizations working together in ways that embody the spirit of collaboration. These included the National Learning Infrastructure Initiative at EDUCAUSE (<http://www.educause.edu/nlii>) and a community it sponsored, the Bridging VCOP; the American Association for Higher Education (<http://www.aahpe.org>); and iCohere (<http://www.icohere.com>). We would also like to specifically acknowledge the NLIJ VCOP Facilitators Team and four generations of NLIJ Fellows for their ongoing contribution to and successful demonstration of many of the processes and tools presented in this guide.

How to Use This Community Design Guide

This guide provides a practical approach to creating communities of practice (CoPs) based on experiences working with corporations, nonprofits, associations, government organizations, and educational institutions. While it is important to recognize that every organization and community is different, this guide provides a structure to help clarify the most important design elements that go into defining, designing, launching, and growing CoPs—both online and face-to-face. The first three pages of the guide are designed for those who are considering the strategic use of CoPs to facilitate collaboration, learning, or knowledge generation and want to know more. The subsequent pages of the guide are designed to help CoP designers and facilitators understand the questions, issues, and options involved in planning and cultivating communities.

What is a Community of Practice?

A community of practice is a group of people who share a common concern, a set of problems, or interest in a topic and who come together to fulfill both individual and group goals.¹ CoPs often focus on sharing best practices and creating new knowledge to advance a domain of professional practice. Interaction on an ongoing basis is an important part of this. A community's specific purpose and goals inform the appropriate activities and technologies that should support it. Many virtual communities of practice rely on face-to-face meetings as well as Web-based collaborative environments to communicate, connect, and conduct community activities.

Why Are Communities Important?

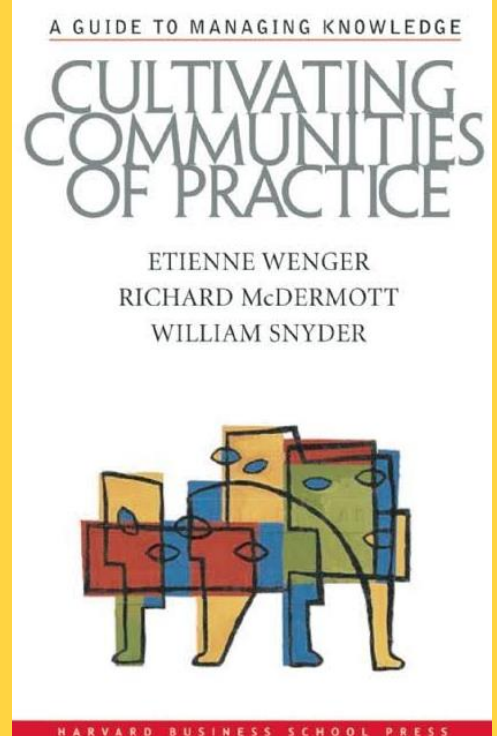
Today, organizations, workgroups, teams, and individuals must work together in new ways. Inter-organizational collaboration is increasingly important. Communities of practice provide a new model for connecting people in the spirit of learning, knowledge sharing, and collaboration as well as individual, group, and organizational development.

Communities of practice are important because they:

- ▶ **Connect people** who might not otherwise have the opportunity to interact, either as frequently or at all.
- ▶ **Provide a shared context** for people to communicate and share information, stories, and personal experiences in a way that builds understanding and insight.
- ▶ **Enable dialogue** between people who come together to explore new possibilities, solve challenging problems, and create new, mutually beneficial opportunities.
- ▶ **Stimulate learning** by serving as a vehicle for authentic communication, mentoring, coaching, and self-reflection.
- ▶ **Capture and diffuse existing knowledge** to help people improve their practice by providing a forum to identify solutions to common problems and a process to collect and evaluate best practices.
- ▶ **Introduce collaborative processes** to groups and organizations as well as between organizations to encourage the free flow of ideas and exchange of information.
- ▶ **Help people organize** around purposeful actions that deliver tangible results.
- ▶ **Generate new knowledge** to help people transform their practice to accommodate changes in needs and technologies.

How Do You Build CoPs?

Communities of practice are dynamic social structures that require "cultivation" so that they can emerge and grow.² Organizations can sponsor CoPs, and through a series of steps, individuals can design a community environment, foster the formalization of the community, and plan activities to help grow and sustain the community. But ultimately, the members of the community will define and sustain it over time.



Contact Information

Christopher Bucksa

Email: bucks003@umn.edu

Phone: 612-624-6067