

# Project Coaching

## Increase the effectiveness together with the project coach

Managing projects is a complex management task and both a professional and a personal challenge for the Project Manager.

Methods and craftsmanship are a necessary but not a sufficient prerequisite for professional project management. The distinguishing feature lies in the social skills.

This includes the ability to communicate in a target group oriented manner, to manage the balance of interests, to deal with conflicts and to motivate the project team.

With a project supervision / project coach you can strengthen the project manager in his challenging task.

### Our contribution to your success

We offer project support tailored to your needs in form of a project coach. Among others we offer the following services:

#### *Objective and Planning:*

- › Define the goals of the coaching and key aspects
- › Review of the prerequisites for a successful coaching.
- › Set up a structured counselling and accompaniment process in terms of supporting people to help themselves.

#### *Professional consulting in Project Management:*

- › Teach the disciplines of project management.
- › Create and apply tools and methods to support the planning, management and control of the project.
- › Establish templates for necessary deliverables.

#### *Supervision of project management:*

- › Accompany and support the project manager in his day-to-day project work, to support a less experienced project manager, or to give an outside view to a senior project manager.
- › Provide feedback and impulses.
- › Open new perspectives and point out perspectives for action.

### Your benefit

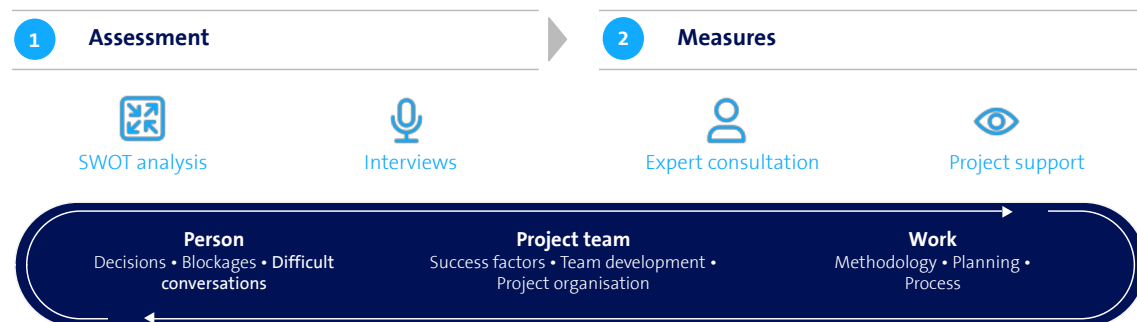
You benefit from our experience in project management and as project coach several times.

- › Our project coaches are proven project management experts and provide a valuable and independent external view of your project. Your project manager will develop action and behaviour alternatives through project support.
- › Our many years of experience in managing banking projects in complex IT landscapes and with various partners enable us to effectively support your project team in various situations. We take your individual situation into account and adapt the project coaching to your needs.
- › We draw on a large pool of tools, templates and examples. You will receive fast and concrete assistance.

### What distinguishes us as partner

- › We offer you a reliable project handling due to many years of experience in the management of small to large projects and our high demands on the project management competence.
- › As a digital innovator, leading IT service provider and BPO provider, we comprehensively understand the various facets of the banking industry. This enables us to accompany you in your various challenges from one source.
- › The Project Management of Swisscom offers you with LeanStream® a well-established project approach which can be tailored to your specific needs. We offer you fast and concrete support.

## Our approach



## Our methodology LeanStream®

### LeanStream® features

- 1 LeanStream® is characterised by agile planning of **different iteration cycles** via overlapping phases.
- 2 **Fulfilment** – it covers all activities until cutover and fulfilment of the entire project.
- 3 The approach is being constantly developed, e.g. agile methods are used in a **hybrid approach**.

### Management level: generic phased plan

Fundamental tasks and overriding deliverables; same for all subprojects (streams)



### Implementation level: activities & deliverables

Specific activities and deliverables per subproject (stream) and phase



### Improvement level: detailed description

At level 3, product- and customer-specific adjustments can be made



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