# Mrs. Doubtfire Answers Your Questions about Process Improvement

CMMI Technology Conference & User Group

12-15 November 2007
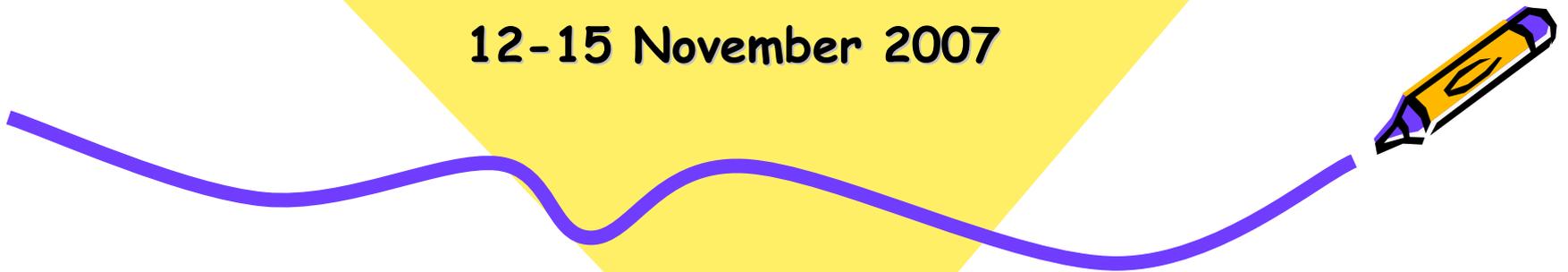
Background

- Is your organization acting "childish" about process improvements?

- Do they whine and cry when they have to learn new practices?

- Are you at your wits end?
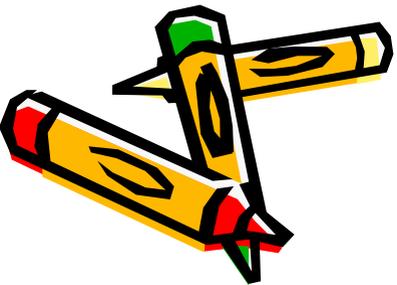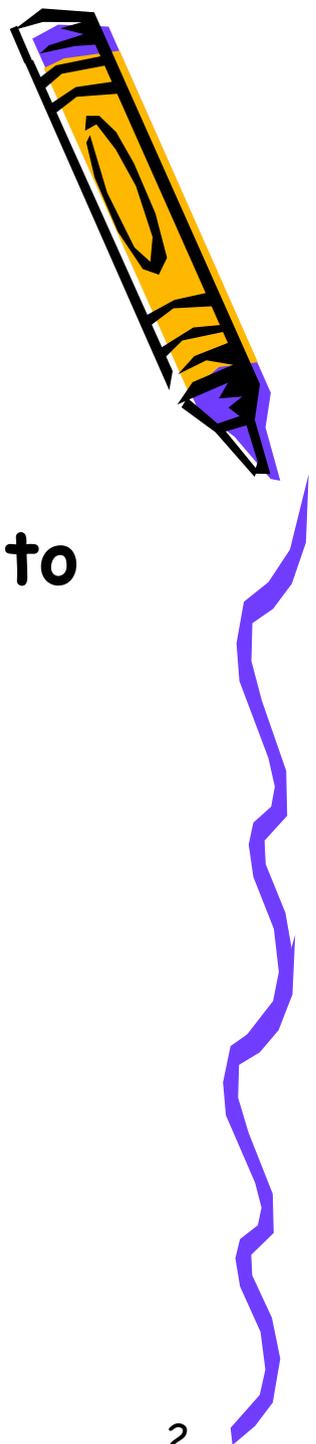
You're Pregnant – Now What?
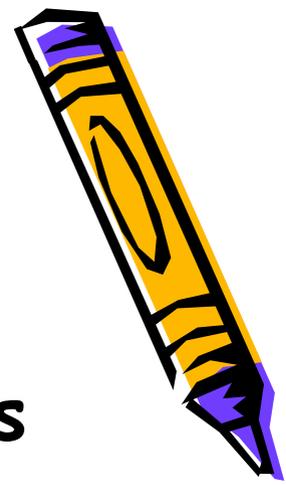
- **For better or worse, you've been given the responsibility to guide your projects to CMMI Level X**

- **Parenting your projects will be the most rewarding (and most frustrating) thing you will ever do**

- **Starting talking to successful parents about what they did**

Sibling Rivalry –
Introducing the New Baby
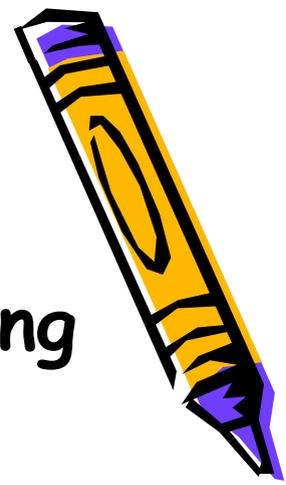
- **Baby CMMI will compete for favor among other work on your projects**

- **Talk to your significant other (the sponsor) about their expectations**
  - Discipline, sharing duties, etc.

- **Plan a date night (about once a month) to review status against expectations**
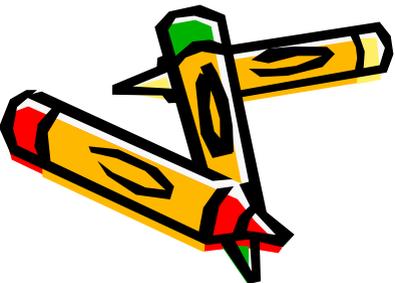
The Terrible Two's

- **New babies are cute, but there are lots of diapers to change**

- **As your CMMI initiative matures, expect some pushback**
  - "No!" can be a way of testing limits

- **Set firm groundrules**
  - Destructive behavior (biting, hitting, refusing to share artifacts and measures) must be stopped

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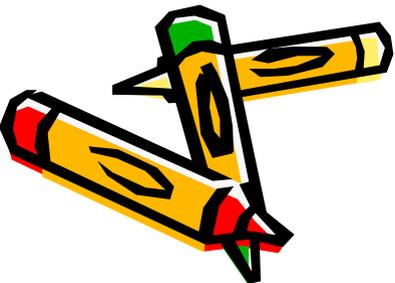
Establishing a Bed-Time Routine
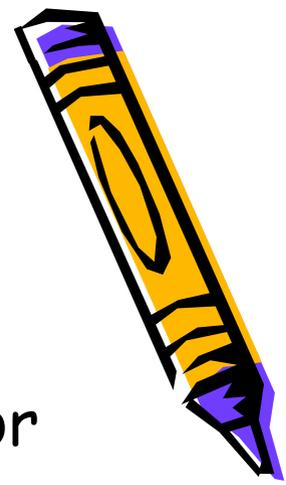
- **Children need routine to feel safe**
  - Rules on acceptable and unacceptable behavior

- **Establish a routine for working together**
  - What is the improvement approach and timeline?
  - What is expected of the projects? By when?
  - How will progress be measured and reported?
  - What are the consequences?

- **A daily nap often improves the attitude**
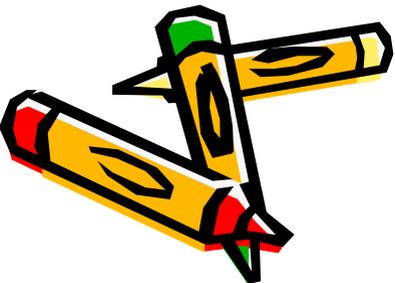
Corporal Punishment: Pros and Cons
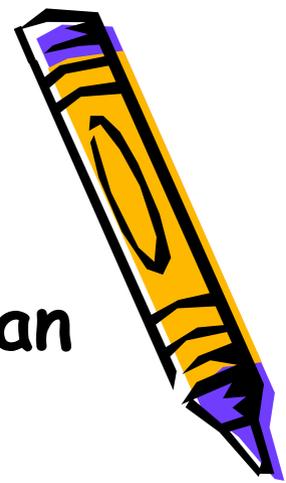
- You can catch more flies with honey than you can with vinegar

- Firm expectations and a regular routine will often eliminate the need for punishment

- If you must spank, you and your sponsor should agree on the time and place

Temper Tantrums

- **Losing their temper is your child's way of dealing with the loss of control**

- **Remember to stay calm, and act like the adult**

- **Do not tolerate physical and verbal abuse**
 - Use time-out when needed
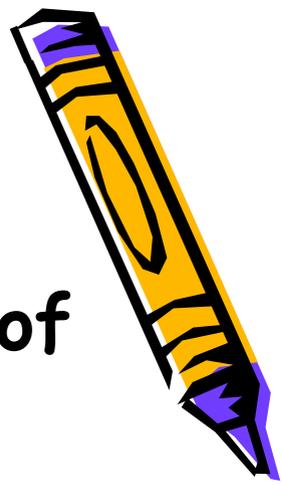
Sharing with Others
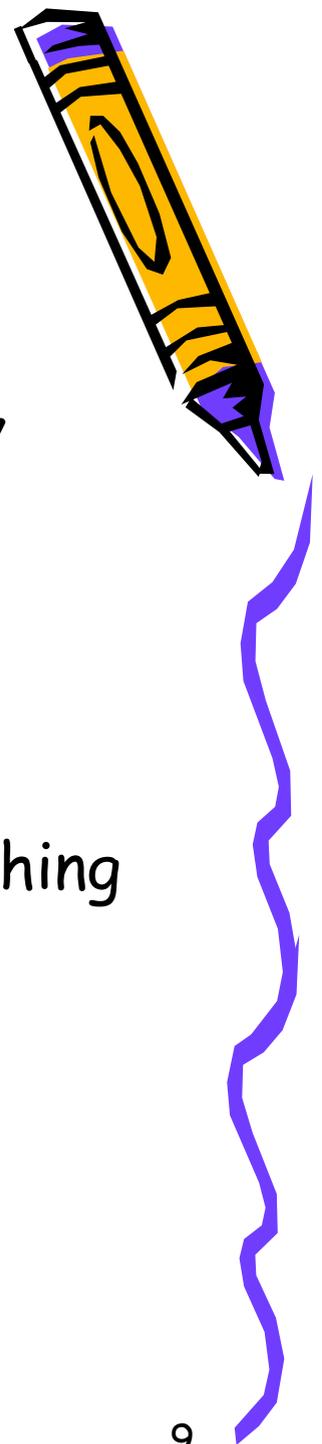
- **With multiple siblings, there is often a issue with sharing (artifacts, measures, progress, etc.)**

- **Remind the projects that good families (organizations) share assets for the benefit of all**
  - Giving up something now means getting something else when you need it

- **Maintain diligence to block access to dangerous items (e.g., non-compliant assets)**

Potty-Training Made Easy
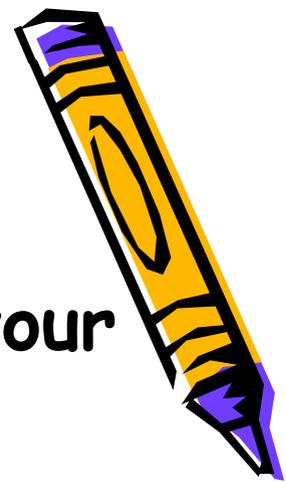
- Projects sometime grow dependent on your help for cleaning up the "dirty stuff"

- Help projects understand that maturing is about taking responsibility for your own needs, and only asking when you need help

- Reward them when you observe the desired behavior

- Let them know "mistakes" are OK
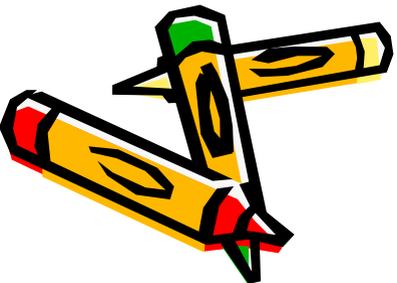
Separation Anxiety
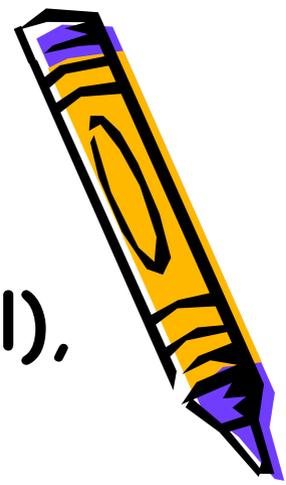
- **As we approach the "big day" (appraisal), expect some clinging behaviors**
  - What questions will they ask?
  - What should I say?
  - Can I just stay home?

- **Help them look forward to the experience**
  - This is a chance to show what you can do

- **A dry-run may help relieve the anxiety**
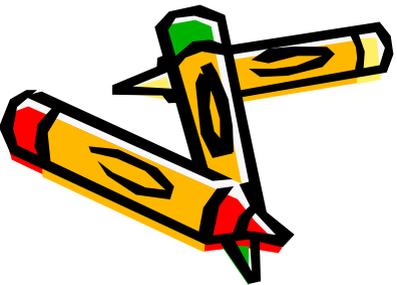
Your Child May Never Become a Doctor
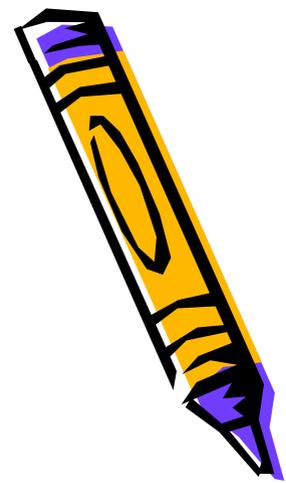
- **If you follow this advise, your projects may grow up to be healthy and happy**

- **Remember that all projects are different, and each are special in their own way**

- **Learn to love yours unconditionally, no matter how they turn out**
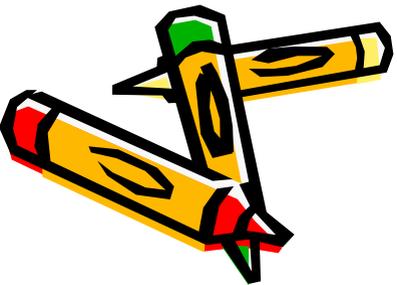
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