

EN

PROJEKT DE-ESCALATION MANAGEMENT



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Helping people to love their job

PROJECT MANAGERS ARE SOLELY RESPONSIBLE FOR THE PROJECT DELIVERY PITCH YOUR CHALLENGE AGAINST THESE 4 ESCALATION LEVELS & ACT ACCORDINGLY

1. Project Management

- 100% on time and on budget
- This perfect-state is a seldom and temporary phenomenon in most projects

2. Project Recovery-Management

- Intermediary targets have been missed, but team can resolve issues without help
- This is normal daily project business
- Act now to avoid further escalation by deploying effective countermeasures

3. Crisis Management

- Ultimate project target is in danger – extraordinary support from outside the project team is required to recover situation
- Keep a cool head in order to logically assess all available options
- Be brutally honest to yourself and your peers about your project status.
- 100% success is no longer an option, so focus on the true added-value of your project to deliver what matters

4. Catastrophe Management

- 1 or more major project targets missed - this is a damage limiting exercise
- Regardless how bad things look, now is the time to secure the status-quo and avoid further slippages



**Projects are per definition unique and deviations can be expected.
The key is to recognise and resolve them swiftly.**

