

Managepro – Defined by the Questions it Addresses

Here's a quick brief on how we go about defining ManagePro and MProLite, and in the process reduce their broad array of features to simple answers to basic questions.

Note: When we refer to ManagePro, we're including MProLite



1. First of all, think of ManagePro as addressing the **Where are we going?** question. It does that primarily by using the structure of an outline to represent various goals, initiatives, projects and tasks that frame the market place trajectory, the customer base and the selection of services and products to offer. No organization can do everything, or be in every market, so ManagePro provides a framework for identifying what is going to be focused upon and why.



2. Second, it again uses an outline structure as well as various fields to address the question, **What are we going to do get there? What's the plan to reach those goals, initiatives, market place and position?** This is typically represented as a series of key action steps and tasks underneath projects and goals, supported by outcome statements and descriptions as displayed in various detail fields.



3. **In order to help people reach their objectives, ManagePro provides a number of management tools,** such as project and task management, document and email management, but **all-in-one centralized format.** The **one place to manage it all** approach makes it easier to collaborate and coordinate with each other, easier to repurpose information for updates and reports, easier to work with more visibility.



4. Finally, ManagePro addresses the question **How are we doing?** Using a simple system of progress updates, it provides an easy way to verify what's working, what's not, and the relative progress on any project, any task, any initiative or goal. It supports the value of visibility on progress at your finger tips, by adding the additional enhancement of scorecards to measure progress relative to the outcome on any project or goal desired.

Implementing ManagePro & MProLite across work groups

Keeping in mind what **ManagePro** is (an enabling collection of tools based upon sound principles to help you reach outcomes), and what **ManagePro isn't** (it's not magic, not the silver bullet, it's not the outcome... your business objectives are). Every purchase of ManagePro and/or MProLite presents the following question to address:

How are we going to ensure people use it?

The Choice: The answer to the deployment and usage question is found or reflected in a fundamental choice between two options, to which we offer the following guidelines to increase your likelihood of success and positive returns:



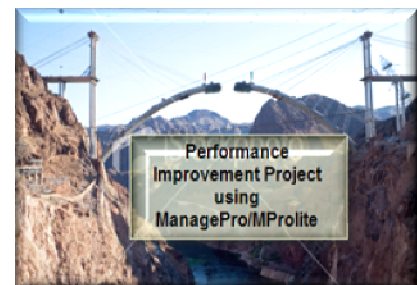
#1 Deployment is a process of helping effective people be even more efficient with a better tool. In short, it is a process of equipping them to use the tools in ManagePro and MProLite as rapidly as possible through the use of training and database configuration.

This option works best if the intended users of ManagePro/MProLite are already adept and comfortable managing information, documenting status updates, and interested and willing to apply changes that will help them work more effectively. Put another way, if you already have a solid performance contract in place, then ManagePro represents an innovation and performance improvement that you will be able to implement with relatively little push-back or resistance. Choose Option #1 when the deployment of ManagePro builds upon current work processes, not when it represents a significant change.



#2 Deployment is a process of bridging a significant gap between current and desired work process, a gap which is bridged by someone with the capability and skills to drive the process and manage the implementation as a mission critical project.

This option is best resourced by assigning a project manager/change specialist from within your organization that PST coaches, or someone supplied by PST, to drive the process. #2 approaches the bridging of the gap through a specific set of milestones to which the participants are held accountable. It represents building new work habits, addressing and resolving resistance encountered along the way and raising the performance bar and clarifying what's required to "be on the bus" to "play on the team."



Bottom Line: You're not just training people how to use software, you're changing work habits. Choose wisely.