

## Misunderstood



<https://pixabay.com/illustrations/banner-yes-no-decision-choice-1183407/>

I facilitate a variety of Project Management courses within the Lawrence Kinlin School of Business at Fanshawe College.

During my course on Project Scope, I find that students have over the years been challenged with the concept of change control when it comes to Project Scope.

Many students struggle with their ability to negotiate a change in their project. Some of this can be attributed to English not being their first language, cultural differences, or just wanting to deliver everything that the sponsor wants within their project, based on the original timeline and budget.

During the module on the change request, many students will struggle with controlling change control, resulting in many questions being asked.

I have introduced the concept of “Yes ... But” which allows for the student to agree to the changes being proposed but at the same time, identify what must change to make this occur. Changes can be made to timelines, budget, quality, or scope.

A colleague of my Andy Kaufman PmP has a series of videos called “People and Projects Podcasts” and he has permitted me to use his videos in my class. One of his videos talks about the “Yes ... But” concept and provides a variety of different scenarios where it can work.

We then use “roleplay” in the classroom to allow for my students to use what they have learned in a safe environment, to answer various project management scenarios.