



**Project
Management
Institute®
Honolulu, Hawaii**

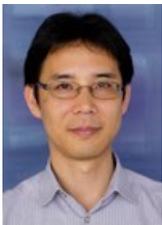
Q2 & Q3 2020 PMI Honolulu Hawaii Chapter Newsletter

Aloha,

This is PMI Honolulu, Hawaii Chapter's second and third quarter combined newsletter for 2020 with a message from our President, PDD 2020 announcement, article on impact of Covid-19 on Hawaiian Airlines' PMO, an article on wellness while working from home and more.

If you have suggestions for future topics to be included within our newsletters or have general questions about our newsletters, please reach out to publicity@pmihnl.org.

Message from the President



Aloha PMI Honolulu Hawaii Chapter Members,

As we continue the extended period of social distancing, I would like to sincerely thank the board of directors for their continuing commitment to deliver to the PMI Honolulu Hawaii Chapter members. The Chapter, throughout this new normal, has offered virtual events of PM talks, pau hanas, “luncheon” speakers, membership day, new mentorship program, and even offering of the PMP exam prep course. Our signature event, the Professional Development Day (PDD) will also be a virtual event this year and will be held on October 30, 2020 (Friday). If you haven’t registered yet, the early bird rate ends at the end of September, we have a line up of wonderful speakers and this year (because the event is virtual) we will also add an on-demand feature so you can add to your PDU earning potential.

In this new normal condition, the PMI requirement of 60 PDUs for renewal of certification has not changed. The Chapter is committed to providing the type of programming to keep the community connected and also deliver different PDU opportunities. Based on positive feedback from the Chapter members, some events may continue to stay virtual post pandemic. The Chapter has also seen more certifications being offered virtually, if there is a particular certification that is of interest to you, please let us know.

Our annual meeting will also be a virtual event this year, it will be held November 13, 2020. As usual, this meeting will be where we will announce the Project of the Year and Project Manager of the Year. If you have someone you would like to nominate please check our website. The event will then be followed by the installment of the new board members for 2021, our past president is currently accepting nominees for the various positions. If you have any questions about becoming a board member, please reach out to Lee Brightwell at pastpresident@pmihnl.org.

On behalf of PMI Honolulu Hawaii Chapter board of directors, I thank you for your continued membership and involvement with the chapter. We look forward to seeing you at our next event.

With Aloha,

Yoh Kawanami, PMP

PMI Honolulu, Hawaii Chapter President 2020

[Project Management Institute - Honolulu Hawaii Chapter announces and invites you to:](#)

2020 Virtual Professional Development Day (PDD)

2020 PROFESSIONAL DEVELOPMENT DAY  **Project Management Institute, Honolulu, Hawaii**



We are excited to host our first virtual PDD with plans for a great event:

- 11 PDUs with engaging talks, workshops and exciting keynote speakers
- All sessions will be recorded and available for future viewing for registered attendees, if missed during the event
- Local, mainland and international speakers
- Virtual workshops
- Networking space

- Similar experience to our physical PDDs at the comfort of your own home

Theme: The Future in Focus

Date: Friday, October 30, 2020, 8:00am - 4:30pm followed by a virtual pau hana and networking

Location: Virtual Event - event information will be sent to registered attendees.

Message from PMI Honolulu's Special Director Cynthia Au: Aloha from your Special Projects Director! We hope that this message finds you and your loved ones safe and healthy. While much still remains uncertain with COVID-19, we want to reassure you that the health and well-being of all PMI Honolulu Chapter members are most important to us. As organizations in Hawaii consider how to return from the changes inflicted by world events, it is critical for individuals to find their way in this new normal.

For many, the toughest leadership test is now looming: how to thrive in an environment where world events like the pandemic and national unrest has affected the way we operate. From surviving to thriving in this new normal environment PMI Honolulu Chapter is proud to offer speakers and sessions at this year's virtual Professional Development Day that will equip attendees with resolve, resilience, and re-imagination as we all focus on the future.

Join us at this year's PMI Honolulu PDD on Friday, October 30, 2020! This year's virtual PDD will offer 11 PDUs, workshops and more. We are very excited to announce some of our amazing speakers including:

- Peter Ivanov (Opening Keynote) on Virtual Power Teams
- Micah Kane, CEO & President - Hawaii Community Foundation (Closing Keynote)
- Sherry Menor-McNamara, Chamber of Commerce Hawaii – CEO & President
- Phil Acosta, Aloha Harvest – Executive Director and more!

Can't make it to all sessions? Sessions will be available on demand after PDD for registered attendees. Workshops include resumes and online networking.

Though we will not be able to see each other in person, it will be an exciting event with great topics and speakers. More information will be made available soon. Take care of yourselves and your loved ones. Mahalo! - Cynthia Au, Special Projects Director

Featured Keynote Speaker:

Peter Ivanov

Keynote Speaker and Executive Coach



Opening Keynote Speaker

Virtual Power Teams – How to deliver projects quicker, reduce cost and develop your organisation for the future!

- For more information, visit our [2020 PDD event page](#) and come back often as we will be updating it with the full agenda, speaker information and all event benefits

REGISTER NOW

PDD Volunteer Opportunities

Want to earn volunteer PDUs? We need volunteers to help with various roles to help with this year's virtual Professional Development Day. We are looking for a variety of volunteers, but if you have any virtual conference experience we need you! Let us know if you would like to be involved. PDD volunteer opportunities:

- PDD virtual session moderators
- PDD graphic designer
- PDD pau hana coordinator

For more information, contact specialprojects@pmihnl.org

Your Wellbeing at Home

Article by Dr. Joslyn Sato, PMP (May 2020)

PMI Honolulu Director of Academic Outreach & Blue Zones Project Hawaii Statewide Program Manager

Many of us have transitioned to a work-at-home environment with virtual operations at the forefront. What was once our retreat away from our projects have now become the anchor to our workdays. Our once hectic days of going from one meeting to another briefing different stakeholders or checking in with different project team members have now become one consistently long virtual session, or a complete pause with no progress - leaving us feeling worried about potential delays and implications of the triple constraints.

Some of us may have gained extra meetings and tasks requiring us to check-in as well as help our children get through the day. While others might have gained extra time to slowed down and

pick up new interests or refine your project management skills. No matter what your situation is, we need to continue to put ourselves and our wellbeing at the forefront. Now is the time to be more mindful and invest in your physical, mental, and emotional wellbeing.

GET MOVING

Without running from one meeting to another we are reducing our time from getting physical activity throughout the day, causing us to probably spend more time sitting and working on the computer. This can result in our muscles not taking a break leading to more body aches and a reduction in our daily step counts. One way to continue to increase your physical activity is to incorporate micro-breaks.



Get Up Offa That Thing

DESK STRETCHES

Don't let your desk job leave you feeling stiff. Take some time to do a little moving and shaking throughout the day in the comfort of your office space. But you don't have to stop there—wander around the office or take a stroll outside from time-to-time, too. These simple steps are sure to help you move naturally to well-being.



1
Livin' On A Prayer
Palms together, fingers pointing up, push hands down.
10 seconds



2
Like A Prayer
Palms together, fingers pointing down, pull hands up.
10 seconds



3
Can't Touch This
Hands together, fingers interlaced, extend arms with palms reaching forward.
10-20 seconds



4
Thriller
Arms behind back, grab wrist with opposite hand and pull while tilting head to the side. Reverse and repeat.
10-12 seconds/side



5
Pump It Up
Arms above head, grab ahold of opposite elbows, lean side to side.
8-10 seconds/side



6
Straight Up
Fingers interlaced, pull arms over head with palms reaching up.
10-15 seconds



7
I'm Your Boogie Man
Arms at sides, roll shoulders up and back.
3-5 seconds, 3 times



8
Get Back
Sit down, place hands on lower back for support, lean back.
10-15 seconds



9
The Twist
Cross one leg over another, take opposite arm to knee, twist towards open side.
8-10 seconds/side



10
Shake, Rattle & Roll
Arms at sides, shake hands out.
8-10 seconds



BLUE ZONES PROJECT
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Blue Zones Project Tip: Schedule Micro-Breaks throughout the Day

One best practice that Blue Zones Project promotes for worksites is taking a micro-break (less than two minutes) isn't a break from work but a break from using the set of muscles that are doing most of the work. Micro-breaks can decrease the time it takes to complete a task while helping to combat fatigue and discomfort. This should have a positive effect on productivity, problem solving, and creativity.

CONNECT WITH COLLEAGUES

Although virtual interactions are still there, our physical connections have significantly reduced, leaving us a bit isolated from the workplace we once knew. Look beyond your regular work meetings where you discuss work and find opportunities to connect with your colleagues. Connect with those beyond your department or organization. Also, make sure you join other PMI members at one of our Pau Hana events and get to know the PMI Board of Directors and other members.

Blue Zones Project Tip: Schedule or Join a Weekly Colleague Connect with Fun Themes & Activities

According to Blue Zones Project, friendly relationships among co-workers create a sense of belonging and improve morale. It also encourages sharing of knowledge and innovation and enhances individual and organizational productivity. Arranging formal or informal social activities is undoubtedly the most effective way to bring employees from various departments together to interact, have fun, and connect.

SET THE INTENT OF POSITIVITY

There are so many changes and unknowns that we are facing all at once causing us to feel drained, worried, and stressed. Spend time during your day and week to reflect on the wins you've achieved. Make time, even if it means putting it on your "schedule" to downshift and explore something new.

Some activity ideas include Sky Gazing, Reading a Book, Trying a Craft, Cooking a New Dish, explore the skills your colleagues can share, or sign-up for a wellbeing virtual class.

Blue Zones Project Tip: Identify One Activity to Downshift

According to Blue Zones Project, stress leads to chronic inflammation, which is associated with every major age-related disease.

There are many little things you can do to continue to incorporate healthy nudges throughout your work-from-home workday and keep you physically, mentally, and emotionally well.

Visit Blue Zones Project Hawaii site to learn about ways to promote a healthy lifestyle, create healthy work environments, or join a virtual purpose workshop or cooking demo.

Website: <https://info.bluezonesproject.com/bzphawaii>

Follow: @BZPHawaii

Hawaiian Airlines PMO

Article by Hunter Praywell (May 2020)

Hawaiian Airlines (“Hawaiian”) is Hawai'i's largest and longest-serving airline. Our ohana of 7,000+ employees provide direct flights to 13 U.S. cities, along with service to Japan, South Korea, Australia, New Zealand, American Samoa, and Tahiti.

Hawaiian's Project Management Office (PMO) consists of 19 project managers and seven business analysts, and our mission is to provide best-in-class program and project management services to the enterprise through strong partnerships, robust communication, organization and discipline, and extensive risk management. Katelyn Shelly manages our PMO; I'm (Hunter) responsible for the Operations project portfolio, which includes aircraft inductions and technology implementations under the Chief Operating Officer's sponsorship.

As we look back on the events of the past few months, our PMO's response to the COVID-19 pandemic fell into three phases:

1. Create a safe, productive work environment
2. Realign the services of the PMO
3. Transition to a new normal

Create a safe, productive work environment

In early March, it became clear that COVID-19 was a risk to our staff. While our Government was announcing Hawaii's second COVID-19 positive patient, our IT teams were preparing to support mass usage of telecommuting technologies (VPN, Microsoft Teams, Skype, and SharePoint) to ensure that we could work effectively without the need to sit in our corporate office.

By mid-March, with several cases confirmed in Hawaii, COVID-19 established a persistent presence on Oahu and in nearly all of our conversations. Our leaders (from the vice presidents to front-line managers) held ongoing discussions with staff to keep everyone informed and to understand their concerns. Virtual CEO and CFO forums were scheduled, providing opportunity for open and honest dialogue. Communications generally started with prepared remarks and ended with an open Q&A forum and gave everyone a clear understanding of our situation and plans.

As March progressed and confirmed cases rose to double digits in Hawaii, people's opinions on the virus varied widely. Some team members felt entirely comfortable working from the office while others held concerns about the risks to themselves and their household. Initially, concerned staff were encouraged to work from home; I was in this group and was one of the earlier team members to set up a desk on my kitchen table and begin the new experience. The week of March 23rd, as 56 cases were identified in Hawaii, all non-essential staff were instructed to work from home. We took immediate action to create a normal work experience in an online world, and our online PMO environment was created:

1. An electronic COVID-19 channel was created on Microsoft Teams to publish relevant documentation and links, share best practices, and capture questions from PMO staff while

providing answers in a persistent chat format

2. Daily, department-wide, virtual huddles commenced to provide an out brief on business events, PMO matters, CARES Act funding, HR policy updates, and to promote an open discussion and Q&A; questions could be asked directly or submitted anonymously in advance
3. All meetings were moved to Skype or Teams, with virtual meeting rooms attached to each calendar appointment
4. Twice-weekly minimum touchpoints were implemented between managers and staff to keep everyone in close contact
5. Online “Skip-level Sessions” were established with greater frequency than face-to-face versions, allowing team members to speak openly with senior management
6. Social gatherings were moved online to celebrate personal and professional milestones, including birthdays, work anniversaries, and new babies

As stay-at-home required us to continue to work from home, many of the initial disadvantages of working online have been overcome and new benefits have been discovered. Our team members know they’re safe and can focus on their work and productivity; we spend far less time worrying about COVID-19 and more time focused on the job at hand. New habits have been adopted, relationships established, issues solved, and we’re moving Hawaiian forward.

Realign the services of the PMO

When the first cases of COVID-19 were discovered in Hawaii, the impact on Hawaiian’s business was unclear. Initially, our projects continued with full utilization of our project managers and business analysts, but by mid-March, our business slowdown became clear, and Hawaiian drastically reduced the portfolio to a handful of mission-critical projects. While Hawaiian’s appetite for capital intensive projects diminished, the demand for operational support and change management increased. We took five steps to position the PMO to deliver work during the downturn.

1. Manage the orderly winddown of suspended projects

Upon receiving notice that many capital projects were suspended, the PMO created a project suspension template to capture the state and location of all project artifacts and deliverables. The intent of which is to provide a solid foundation for the next project manager when work is ready to resume, which could be years in the future. Additionally, we instituted a peer-review system, pairing project managers to perform quality assurance reviews.

2. Inventory skills and prior work experience

Recognizing that project managers and business analysts would be needed in a non-traditional capacity, we needed to quickly canvas the teams’ experience. Using a simple skills inventory worksheet, each team member self-rated their experience across 38 knowledge areas in Finance, Human Resources, Information Technology and other fields of work, allowing us to match the right resource with the incoming demand.

				Finance		Human Resources							Information		
Training Development /Facilitati	Policy Adn	Agile Experience/ Scrum Master	Construction Project Mgmt	Planning and Analysis	Accountir	HRIS System	Recruiti	Leave of Absence/ W. Con	Benfits Admi	Labor Relatio	Payroll	IT Project Managem	IT Business Analysis	IT Application Developmei	Infrastructu Manageme
None	3-12 mos	None	None	>36 mos	>12-36 mos	None	3-12 mos	None	None	None	<3 mos	>12-36 mos	3-12 mos	None	None
>36 mos	>12-36 mos	None	>12-36 mos	>36 mos	>36 mos	3-12 mos	>12-36 mos	None	>12-36 mos	>36 mos	>36 mos	Enter Here	Enter Here	Enter Here	Enter Here
>36 mos	>12-36 mos	3-12 mos	None	None	None	None	>36 mos	None	None	None	None	>12-36 mos	None	None	>36 mos
>36 mos	None	None	None	<3 mos	None	None	None	None	None	None	None	None	None	None	None
>36 mos	>36 mos	>36 mos	>36 mos	>36 mos	>36 mos	>12-36 mos	>36 mos	>12-36 mos	>12-36 mos	>12-36 mos	>36 mos	>36 mos	>36 mos	>36 mos	None
3-12 mos	>36 mos	None	None	None	None	None	None	None	None	None	None	None	None	None	None
3-12 mos	>36 mos	None	None	None	None	None	3-12 mos	None	None	None	None	None	None	None	None
>12-36 mos	3-12 mos	None	3-12 mos	None	None	None	None	None	None	None	None	>12-36 mos	None	None	>12-36 mos

3. Realign the PMO’s service offerings to meet the new needs of the organization

Our assignments changed to meet the emerging needs of the organization; we expanded our service portfolio from traditional project management services to operational support, and with it, our approach moved from waterfall to agile to match the fast-paced environment. The traditional structure of our formal projects and programs was not required for the non-traditional assignments; staff used their judgment to determine the structure and tools they’d apply to each problem and opportunity.

PMO Service Offerings:

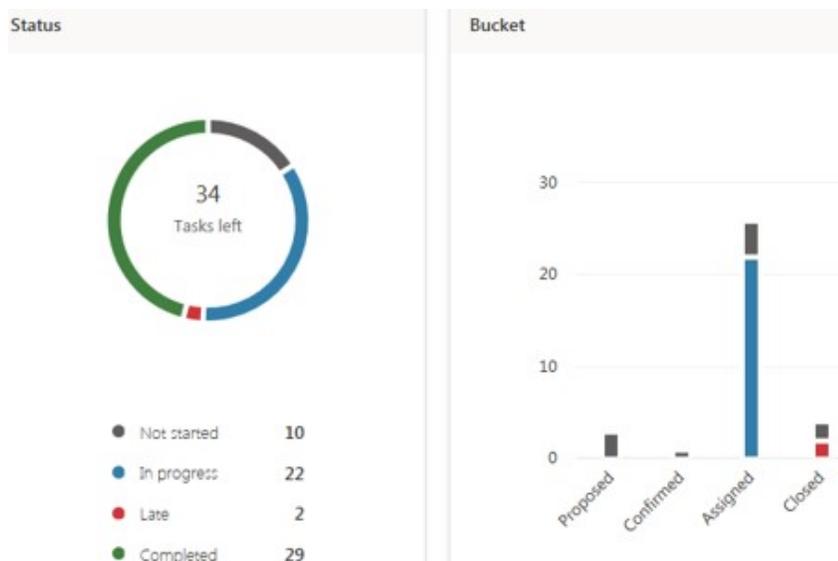
Pre-COVID-19	COVID-19
1. Project and Program Management	1. Project and Program Management
2. Executive Reporting	2. Executive Reporting
	3. COVID-19 Response <ul style="list-style-type: none"> a. Taskforce leadership b. Process creation and optimization c. Tool identification and management
	4. Operations Support <ul style="list-style-type: none"> a. Call Center Volunteer b. HR & Leave Management Support c. Vendor Management
	5. Cost Reduction Support

4. Implement a tool to capture and manage service requests

Our traditional resource planning process could not match the pace of the demand or the short-term nature of the assignments. To address the need, we deployed Microsoft Planner, a simple task tracking tool, to quickly capture and track demand from identification through assignment to closure. This took a few hours to configure and one day to train and deploy across the organization.

Team members could capture potential needs, assign team members, and close these requests online; leadership could pull standard reports to understand the supply versus the demand at

any given time.



5. Increase reporting frequency and streamline the content

Weekly PMO Status Reports were implemented, focusing on the three areas:

- Project activity: Summarize new assignments, closures, and ongoing work
- Accomplishments and upcoming priorities: Capture a weekly look-back and look-forward
- Team Capacity: identify team members with current or upcoming capacity, example below.

Project data is extracted from Microsoft Planner each Thursday afternoon and digested into the PMO's Weekly Status Report mid-day Friday.

Transitioning to the new normal

We've been working in the new COVID-19 environment for approximately 8 weeks, with new practices firmly established. Daily huddles have been reduced to 2x weekly, with noticeably less new information to share.

Our COVID-19 response work is winding down and we're shifting our focus to recovery of our business. One project manager is tasked with the re-opening of our corporate offices, while another is planning for the re-start of our revenue-generating routes.

As the COVID-19 pandemic has caused dramatic changes to our business, the PMO's value to Hawaiian is in enabling this change. We've thrived for many years in a competitive business that requires difficult change. There is rarely a pause in this pace of change, and this time is no different. In some ways, these changes are more of the same, and our project managers are comfortable in this environment.

Key Takeaways

Frequent Communications

As of May, there is no consensus on when COVID-19's health risks will subside or demand for our flights will return. Frequent communication has been critical to achieve business objectives and sustain project progress while protecting our staff, bolstering morale, maintaining connectivity, and ensuring consistency. The pace of change for our organization and our company has been unprecedented. The PMO was able to react, adapt, and deploy resources quickly through frequent and consistent communications with our staff and our project teams.

Flexibility and Continuous Improvement

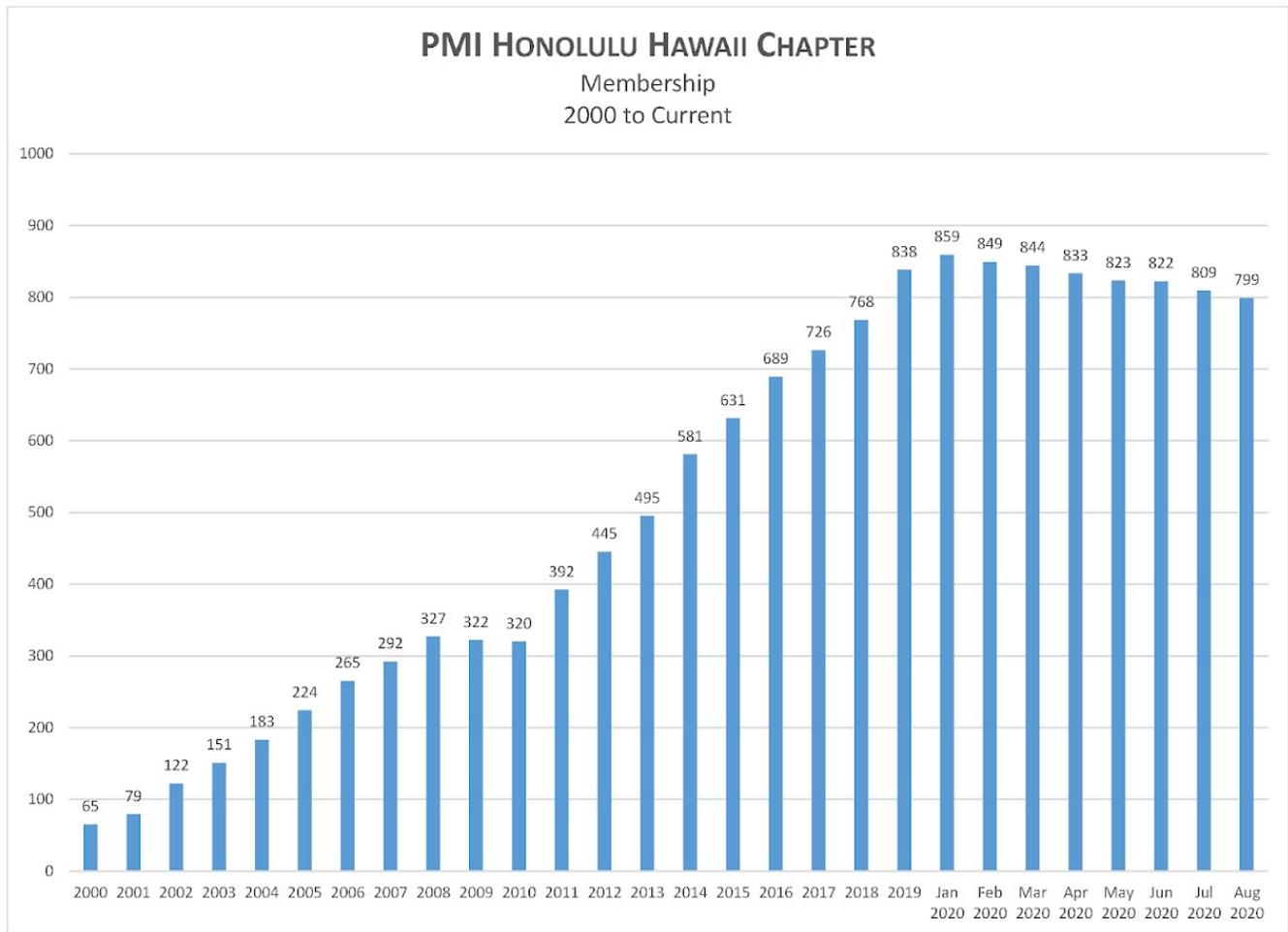
We view the PMO as a flexible organization that has translatable and transferrable skills that can adapt to meet evolving demands. Our team carries a wealth of experience beyond traditional project management and business analysis, and they have been successful in solving unpredictable challenges using experience and sound judgement. The Hawaiian PMO has shed the traditional structure and formality of the recent past in order to succeed in this new environment where quick and simple reigns. Our ongoing success will be predicated on the ability of our leaders to predict the evolving needs for PMO services and the flexibility of the PMO staff to deliver to the new value proposition.

There's no reversion to the mean

We don't expect to return to the same organization that we left two months ago. New ways of working have been vetted and validated; responsibilities, processes, and tools have changed for the better. We expect these improvements to carry through after this crisis passes, leaving Hawaiian as a stronger organization.

Membership Update

Member Statistics as of August 2020



Congratulations to New Certificate Holders
(Apr. 2020 - Aug. 2020)

Name	Credential
Aaron B	PMP
Christopher B	PMP
Ronald B	PMP
Ronald B	CAPM
Brook C	PMP
Stephen F	PMP
Andrew G	PMP
Stella G	PMP
Antwaun H	PMP
DENYS I	CAPM
Christopher J	PMP
Michael K	CAPM
Leonardo L	PMP
Ikechi N	PMP
Christine O	PMP
LEE R	PMP
chelsea s	CAPM
Edwin S	PMI-ACP
Joseph U	CAPM
Sara Y	PMP
Heather Z	PMP

Welcome New Members

New Members	
Aaron B	Gustavo M
Ajitkumar B	Heather M
Alejandro A	Ida T
Alicia D	James K
Amy S	Jeremy T
Anqi Z	Jesse C
Anthony O	Jonathan S
Antwaun H	Joseph U
Brenda T	Kaera K
Brian D	Katie L
Chace A	Kristine M
Charo R	Lee R
Christian M	Lynelle M
Christine W	Michael K
Christine O	Mike B
David H	PMI Customer F
Desmond D	Robert Z
Edward M	Schroeder S
Elizabeth C	Steven D
Ferris Q	Taslina R
Frederick J	Valerie A
George C	

For more information, contact membership@pmihnl.org.

Save the Date: PMI Honolulu Virtual Annual Dinner

Please join us for PMI HNL's first virtual Annual Dinner as we look back on the year 2020. Though we are not able to be in together in person, we want to take the time to enjoy a virtual dinner together and celebrate project management in Hawaii!



Date: Friday, November 13, 2020 from 6:00 p.m. - 8:00pm

Agenda:

- 6:00 PM: Welcome, Networking, & Optional "Iron Chef" Competition see *below*
- 6:30 PM: President's Year in Review
- 6:45 PM: 2021 Board of Directors Installation
- 7:00 PM: Project of the Year and Project Manager of the Year Awards
- 7:30 PM: Iron Chef Winners
- 7:45 PM: Mahalo & Closing

Location: Virtual - Your Zoom information will be emailed to you upon registration.

Cost: Free.

[REGISTER NOW](#)

For any questions, contact programs@pmihnl.org.

Upcoming events

Wednesday September 23, 2020

Virtual Membership Event

[Learn more >>](#)

Monday September 28, 2020

PM Talk with Gabriela Ewachiw on Servant Leadership

[Learn more >>](#)

Friday October 30, 2020

2020 Virtual Professional Development Day (PDD)

[Learn more >>](#)

Friday November 13, 2020

PMI Honolulu Virtual Annual Dinner

[Learn more >>](#)

To read on our blog

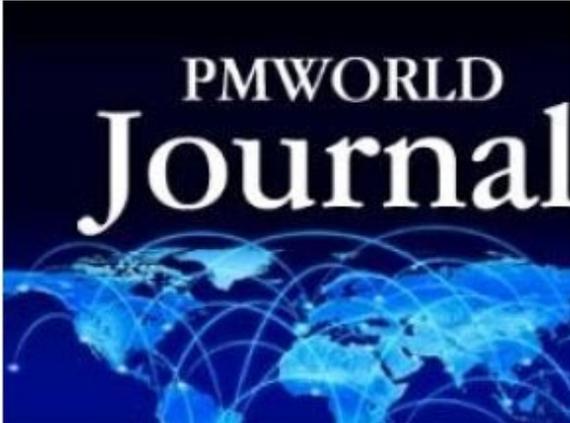


Membership Renewal Alert
Important news for members

 Project Management Institute 

05 SEPTEMBER 2020
PMI Membership Alert!

[Learn more >>](#)



PMWORLD Journal

11 SEPTEMBER 2020
PMI Honolulu Member Kenneth Smith's article gets published in PM World Journal September 2020 Issue

[Learn more >>](#)



03 SEPTEMBER 2020
2020 PMI Honolulu Project Manager of the Year & Project of the Year Nominations

[Learn more >>](#)



Project Management Institute Honolulu

01 SEPTEMBER 2020
2021 PMI Honolulu Hawaii Chapter Board of Directors Nominations

[Learn more >>](#)



01 SEPTEMBER 2020

2020 INTERFACE-Hawaii Virtual Event

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26 MAY 2020

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