



# Global Project Management

Communication, Collaboration and Management  
Across Borders

Jean Binder

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Ongoing research shows that whilst 90 per cent of large companies are conducting global projects to take advantage of distributed skills, around-the-clock operations and virtual team environments, less than one third of them have effective, established practices to help project managers and team members working over a distance. As a consequence, most organisations struggle to reach the required levels of quality and effectiveness from these projects because their methods and practices are not adapted to a global multi-cultural environment, where most communication is in writing and asynchronous. Global Project Management describes how to adapt your organisation and your projects to thrive in this environment. The book goes beyond the recommendations on collaborative tools, to suggest the development of best practices on cross-cultural team management and global communication, recommend organisational changes and project structures, and propose alternatives for the implementation of the new practices and methods.

The text is filled with real-life examples and techniques and illustrates how to apply the recommendations as part of the successful management of any global project.

## Contents

Introduction. Part One Global Teams: Cross-cultural collaboration; Global project leadership; Trust building; Conflict resolution; Coaching over distance. Part Two Global Communication: Stakeholders and communication channels; Meeting rules and templates; Global communication strategy; Global communication techniques; Global creativity. Part Three Global Organisations: Global project structure; Selection of international human resources; Global program and project offices; Organisational support; Global collaborative networks. Part Four Implementation of Collaborative Tools: Basic infrastructure; Interactive audio and video; Interactive text and images; Knowledge sharing; Collaborative project management software. Part Five Adoption of Collaborative Tools: Getting connected; Effective audio and video conferences; Coordinating and attending online meetings; Fostering knowledge exchange; Collaborative project management. Part Six Implementing the Global Project Management Framework: A charter for the Framework; Implementation strategies. Coda; Bibliography; Index.

## About the Author

Jean Binder, PMP, has more than 20 years of experience working in project environments, most of them living abroad and communicating in multi-cultural and multi-language environments. He has particular experience of managing global projects, having implemented collaborative tools and techniques in a number of global organisations. The Global Project Management Framework that served as a basis for this book was developed by the author at the Heriot Watt University in Edinburgh.

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