

RMCP® Spotlight



Name, Job Title, Company

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What is one of your favorite hobbies?

I love to read. My favorite genre is anything with drama/mystery and I also enjoy some fantasy. Additionally, every year I try to read a self-help/development book.

Why did you choose to work in resource management?

I was presented with an opportunity to develop this as a new role within our organization in 2016. I'm lucky to have been approached several times in my career to take on new roles and put something together for the first time. I knew I would enjoy the challenge, and I see this as a very important process (not just a role) in ensuring we balance our resources from skills to work-life balance.

What characteristics do you think make a good resource manager?

Balance of analytical thinking, listening (consultative mindset), communication, problem solving and empathy; caring about the people doing the work as much as the business/project success.

What has been your biggest resource management challenge to date; and if you have overcome it, how?

My biggest resource management challenges have been adoption and sponsorship. When we first rolled out resource management with our IT organization, we didn't have the sponsorship solidified. It was being rolled out as a pilot to those interested, and when we determined it was going to become the standard, the groups that did not participate in the pilot were defensive, teams were not held accountable due to lack of agreement on our value proposition, and we were not able to maintain a holistic view of all work in one central location (people were still maintaining separate spreadsheets for their projects).

We are moving to rebrand our PMO, and now understand that groups need to be "ready" for change and socialization helps. To help with the "readiness", we have sponsorship, are ensuring everyone understands their roles and responsibilities, ensuring metrics can be easily accessed to show our value and guide business decisions, and we're holding our managers accountable for making plans that address utilization, skills building, and staffing.