



This edition of the *PMI EMEA e-link* is also available as an Adobe® PDF download [here](#). **Issue No.18, August 2005**

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PMI EMEA Members Encouraged to Vote in Board Election

PMI members eligible to vote can help ensure the future direction of PMI by participating in the Board election. To help members make an informed choice, personal biographical information and vision statements for the ten candidates who are seeking election to the five available slots on the 2006-2008 Board are now available for review.

Access the official election ballot and supporting materials by visiting <https://www.intelliscaninc.com/pmi2005.htm>. All eligible PMI members in EMEA should have received an e-mail in July containing an election validation number, which must be entered along with a PMI identification number to participate in the election.

Questions regarding accessing the balloting site should be directed to Paul Nentwig, Account Manager for Intelliscan, Inc. at pnentwig@intelliscaninc.com. All completed ballots must be submitted by 23.00 CEST (Central European Summer Time) on Monday, 22 August 2005.

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Interest in PMP® Credential Examination Update Inundates PMI EMEA Phone Lines and E-mail Service

A surge of interest in the [update to the Project Management Professional \(PMP\) Credential Examination](#) is flooding PMI's phone lines worldwide. The PMI EMEA Service Centre is serving unprecedented numbers of customers and members and is achieving extraordinary response rates. The number of calls, voicemails and e-mails being received by PMI in Brussels is nearly double February's figure.

PMI will release the update to the PMP Credential Examination on 30 September. In recent months, PMI electronic and print communications have kept members informed about the update. The wealth of information has also served as a reminder of the value of the PMP credential, prompting a vast increase in interest and phone calls. Customers and members have experienced delays in service in spite of the increase in capacity that was anticipated and implemented.

PMI CEO Gregory Balestrero said, "My apologies to all who have attempted to call or e-mail PMI EMEA recently, and have experienced service delays. We have witnessed a substantial increase in call and e-mail volume, particularly related to the deployment of the 2005 PMP Credential Examination update, resulting in an overload of our customer support centre. Additional resources have been added and we anticipate the extraordinarily high volume of customer requests will subside shortly. I sincerely thank all members and customers for their patience as we move through these unusual circumstances."

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New Faces

Members

On 30 June 2005, PMI membership in EMEA stood at 17,705 — up 847 members from the previous month

PMI Toolbox

PMP® Credential Examination Update Webinar

To explain the changes surrounding the updated PMP credential examination (release date: 30 September 2005) and application requirements (beginning 30 August 2005), PMI will hold a second Webinar for the EMEA region on 15 August at 18.00-19.30 CEST (Central European Summer Time). The Webinar will feature a presentation about the updated exam and a Q&A session. Visit the [PMI Web site](#) for

PMI Benelux Day

1 October 2005

**Dorint Sofitel Amsterdam Airport
The Netherlands**

Since 2000, PMI Belgium and PMI Netherlands Chapters have jointly organized a free one-day congress on project management for their members: PMI Benelux Day. The theme of the sixth annual PMI Benelux Day is the "Talented Project Manager". The topic is based on PMI's standard *Project Manager Competency Development Framework* (PMCDF).

The congress will deliver lectures and workshops emphasising the **Personal Competency**

instructions about how to participate in the Webinar. More information about the updates is available in the [Certification](#) section of the PMI Web site.

EMEA Diary Dates

Events

If you are organising a PMI event in the EMEA region, [please let us know](#).

10–13 September 2005

Global Congress 2005—North America
Toronto, Canada

[Details](#)

15 September 2005

PMI Switzerland — Visit to the M2
(Lausanne Metro) Construction Site
Lausanne, Switzerland

[Details](#)

1 October 2005

PMI Benelux Day
Dorint Sofitel Amsterdam Airport
Amsterdam, The Netherlands

[Details](#)

7-8 October 2005

PMI Portugal Conference

[Details](#)

14–15 November 2005

PMI Austria — Chapter Project and Process
Management Summit

[Details](#)

Examinations

PMI credentialing involves a rigorous process designed to ensure the highest possible professional standard. All Project Management Professional (PMP®) (currently being updated: see related article in main news column), and Certified Associate in Project Management (CAPM®) candidates must first meet specific education and experience requirements and then pass an examination. ([Full details on certification criteria](#).)

After receiving their letter of eligibility, qualified candidates may schedule a computer-based examination [online](#).

Candidates in regions without a computer-based testing centre may take advantage of the paper-based testing opportunities listed below.

Interested parties should contact the PMI EMEA Service Centre Certification Department at Tel: +32-2-743 1573.

19 November 2005

Copenhagen, Denmark
(closing date for applications:
2 September 2005)

18 March 2006

Bergen, Norway
(closing date for applications:

aspects of a project manager – the group of core personality traits and behaviours underlying a person's capability to do a project or project activity.

The PMCD Framework further defines the Personal Competencies into six Units of Competence, the first three being:

- Cognitive
- Impact and Influence
- Managerial

Mary Lou Letiskow will address the Cognitive Unit of Competence through an interactive workshop, where participants will explore the need for creative thinking. Lateral Thinking, developed by Dr. Edward de Bono, is a structured approach that is used worldwide as the most effective 'out of the box' method. Participants will learn the difference between logical and creative thinking, have an overview of the Lateral Thinking process and learn how to apply a Lateral Thinking technique.

In order to address the Impact and Influence Unit of Competence, **Peter O'Neil** will speak about the increasing frequency and need for negotiation and how it impacts our ability to succeed. This seminar will examine the difficulties involved in achieving consistent approaches in line with the organisation's strategy and principles – and provide advice on dealing with these through Negotiation.

In order to address the Managerial unit of competence, **Dr. Peter Storm** will speak about the real control behaviour of project managers, how different competencies of the project manager interact with each other and how to help project managers utilise their experiences more effectively in order to improve their performance.

The next *PMI EMEA e-link* will cover the remaining speakers and workshop leaders of the sixth PMI Benelux Day 2005.

To register for this event or for further details, visit the Web sites for the [Netherlands Chapter](#) or the [Belgian Chapter](#).

Contributed by Patricia Henao.

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PMI Global Congress 2005—North America

10–13 September 2005
Toronto, Canada

There's still time to plan to attend **PMI Global Congress 2005—North America**, the largest annual event for the project management profession.

Take advantage of this opportunity to identify emerging trends in your profession and network with peers. Customise your learning experience according to your career level and learning style.

Visit [PMI Global Congress 2005—North America](#).

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Component Update

PMI Switzerland Chapter Looks at Organisational Maturity and Project Management Software



Fourth Annual Summer Conference presenters with EMEA Service Centre Manager Milagros Mostaza Corral (centre)

On a marvellous summer morning in June, almost 130 project managers gathered at the Allegro Grand Casino conference centre in Berne (Switzerland) to attend a project management event with world-class speakers. The PMI Switzerland Chapter, together with its event sponsor SPOL AG, held its **Fourth Annual Summer Conference** dedicated to the topics of Project Management Maturity and Project Management Tools, and it was a resounding success. Ten local and global providers of project management services took the opportunity to present themselves to the Swiss project management community at the event exhibition.

Dr. Peter Hruschka (Atlantic Systems Guild) opened the conference, stimulating the participants' critical thinking with a provocative keynote address. By reminding the audience that a project manager's focus must be more on project results and less on processes, Dr. Hruschka set a counterpoint to the following presentations about organisational project management maturity, project manager competency assessments and project management software.

In a lively presentation demonstrating his artistic talents, **Ralf Friedrich** (Amontis Consulting) spoke about his practical experience introducing the *Organizational Project Management Maturity Model (OPM3[®])* and taking the subsequent improvement steps in different organisations. The audience's thirst for information about PMI's still relatively new product could be felt in the auditorium.



Conference participants.

Frederick Ahlemann presented the Project Management Software Maturity Model of the University of Osnabrück (Germany), which matches software tools with an organisation's capabilities. The discrepancy between identified current needs and the availability of software tools and licenses sold in the different maturity level categories was striking.

In the afternoon, six breakout sessions gave participants the opportunity to focus on specific maturity and tool support topics. Practitioners presented what they consider the current state-of-the-art. In parallel, the exhibition hall offered event attendees an unprecedented opportunity to collect information about project management software and services on offer in the Swiss market.

For the panel discussion that rounded off the event, the PMI Switzerland Chapter Vice President of Programs, **Martin Härri, PMP**, asked the speakers to speculate on what they believe will be the hot topics for project managers in three years' time. We look forward to verifying the experts' predictions.

Contributed by Jim Greene.

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Don't Forget...

Save the Date: PMI Global Congress 2006—EMEA

Next spring, Madrid is the place to be for project managers in EMEA. That's because the Spanish capital will play host to PMI Global Congress 2006—EMEA, 8-10 May 2006.

Mark your training calendars now for what will undoubtedly be a memorable professional experience. More details to come.

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Regional Areas of Focus Input Requested

In preparation for PMI Global Congress 2006—EMEA Call for Papers, in addition to an effort to develop a programme that meets the needs of members in the EMEA region, PMI is requesting input for the Regional Areas of Focus for this event. This Call for Regional Areas of Focus will be open until **24.00 GMT, 4 September 2005**, and can be accessed through the [Congress Web site](#). Previous Areas of Focus have included:

- Problems with Projects
- Project Management in Specific Industries
- Project Management Maturity
- Project Management in the EMEA Region

The Call for Papers will open approximately two weeks later, and last approximately eight weeks. Please contact [Jacqueline Kardon](#) with any questions.

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Staff Update

The EMEA Service Centre has sadly said farewell to Component Relations Liaison Milla Laurila, who happily enters the exciting world of motherhood in a few weeks' time.

Assuming her responsibilities will be a fellow Finn, Titta Rosvall. Titta has many years of experience working with EMEA chapters through her work with another global professional association. For the past 12 years she has lived and worked in several European countries and is able to serve members in multiple languages (Finnish, English, German and Spanish). Titta may be reached at the PMI EMEA Service Centre at titta.rosvall@pmi.org and by phone at +32-2-789 2301.

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PMI EMEA at European Trade Shows

Don't miss the PMI EMEA Service Centre/UK Chapter booth at the Project Challenge Expo at London's Olympia Exhibition Centre, 21-22 September 2005. PMI EMEA is also teaming up with the Frankfurt Chapter at EBIF 2005 (European Banking and Insurance Fair) at Fachmesse (Frankfurt), 15-17 November 2005.

Members of the EMEA Service Centre team will be on hand to answer your PMI-related questions. We look forward to meeting you there.

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Having trouble reading the *PMI EMEA e-link*? [Send us an e-mail](#) explaining the nature of your problem and we'll try to resolve it.

Members and component leaders are encouraged to submit news items of potential interest to PMI members in the EMEA region for publication in the *PMI EMEA e-link*. [Suggestions](#)

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