

UNIVERSITY OF WALES

TRINITY SAINT DAVID

CAMPUS LONDON

MANAGING PROJECTS IN THE ORGANISATION

BMSW 5104

“FEEL GOOD” MENTAL HEALTH AND WELLBEING CLUB AT VISTA

THE RESIDENTIAL PROPERTY MANAGEMENT COMPANY



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1. INTRODUCTION

The purpose of the report is to present the project called “FEEL GOOD” by RMG Ltd. as part of the Residential Property Management Company’s mental health and well-being strategy during the COVID-19 pandemic. The benefits of the project will contribute to increasing employee engagement, creating a more satisfactory service to residents, and excellent customer service to avoid day-to-day conflicts during critical times. The main source of conflict is the dispute between the customer service and the customer because they refuse to hold the handle, ask us to deliver the package outside for them they refuse to sign because they are afraid that the pencil is infected, they do not wear a mask and they do not put it on. This often leads to conflict. The management of the company would like to solve this by setting up a consulting hub so that the tension does not spill over to the customer service. The club aims to improve communication and optimally manage the fear and epidemiological situation to alleviate the fear.

Due to the constant pressure and burden on workers, many have gone on sick leave, so the company is replacing workers with temporary staff. As the quality of service naturally deteriorated residents became even more complainant. You have to constantly pay extra money for missing workers, which reduces the company’s profits and even makes customers dissatisfied. In addition to the employees, the target group of the project is the residential community.

These projects are planned as open group sessions. Those interested can take part in the programs on request. Project is a mental health project, a mental club that runs weekly for 6 months and aims to improve the resilience of residents and receptionists, reduce stress at work and to reduce conflicts between them, and improve communication. The project aims to increase self-knowledge and to balance work and private life, because such a situation has never been seen before, to support those in need, to experience self-construction, and to increase professional and economic efficiency, flexibility, openness, creativity, energy in tasks, both the team, reflection, self and project level, commitment and loyalty to the company in the employee, the value of the employer brand. It aims to reduce the phenomenon of burnout, the number of sick days (thus costs to the company)

2. BACKGROUND OF THE PROJECT

In this chapter, the existing thought structure needs to be transformed from a project into a concrete plan by defining the design structure. There are three main breakdowns to be made from the beginning to the end of the project:

1. Planning: Negotiations and decisions related to the project can also be used by external support organizations, e.g., mental health support organizations that would operate in the form of a club. The project is covered by the company financing the company, which spends part of the service fee on the project, as well as on the permits, resources, financing, and project closure agreements required for the project. Project marketing is provided in the form of advertising and communication on the company's portal, as well as the printing of flyers.

2. Project implementation, milestones.

3. Evaluation of the project

The purpose of the evaluation is to determine whether the project has achieved its goal of creating a safer environment for residents and staff. It can also be used at other times to support other needs in a similar situation (e.g., individual coaching).

2.1. Defining SMART goals

S - a specific goal is to avoid a conflicting atmosphere at the expense of customer service, the fear of an epidemic, the financial burden resulting in a lot of sick leave, which causes additional costs for the company. Understanding customers will also reduce their stress, so they would be more satisfied with the service.

M - can be measured by the decrease in sick pay, the number of absences is also decreasing, so the result is spectacular, and the degree of satisfaction from the feedback of the residents is increasing. In this way, expenses can be reduced for the company.

A - these goals are achievable and achievable are reasonable, the company has the financial means to achieve them, and therefore this goal is realistic.

R - relevant because if we increase the level of tolerance of employees and residents, we care about the improvement of the working environment, the well-being of individuals improves, so the quality of customer service will improve, there will be no conflicts, work will run smoothly and corporate revenues will not be negligible, That the satisfaction of the residents is the other goal.

With T - time - based, six-month continuous welfare work based on feedback from individuals participating in the club's activities, the improvement in results is bloody and by then the epidemiological situation is expected to change and hopefully improve.

SMART cannot show that the goal of our project is good, but that it is well thought out and crafted to get started.

2.2. Project benefits

Before we get on the road, we need to know where we want to go, so it's very important at the beginning of the checklist because the process of getting the tasks done exactly will bring you the expected results. The result of the present projects is that due to the high workload of receptionists, the first point of contact with residents is the additional burden of leading to additional burden and burnout syndrome due to the epidemic, or conflict management with residents with specific burdens. This situation breeds dissatisfaction on both sides and undermines the quality of customer service. And that's in direct proportion to the company's backlog of profits. This project is an insulating channel where the accumulated negative energies are distributed and the parties involved learn to handle them correctly.

3. PROJECT PLAN

The roles and responsibilities are as follows: How can we determine if a project is needed? A research survey needs to be conducted to see if there is a need to bridge this problem. Although the company itself is not interested in such projects, the survey showed that bridging with mental help can be a solution to the problem, so it became necessary to implement a mental health project. As the reception staff could not handle the many complaints and individual customer time requirements increased, the work of the company increased and the reception work was very difficult, even some of the work tasks were not completed, or some jobs had to be completely frozen, such as HIU servicing. requires traversal. Once the need is identified and the goal formulated, planning can begin.



Figure 1. Project triangle

Scope: The scope of the project includes a weekly mental health training session held after the project planning and approval of the program in an open mental health and well-being club work format at 6-month intervals, which means 30 x one-day club sessions. The scope of a day is realized in 12-hour working hours with a half-hour individual schedule. As there are 450 apartments in the block, this means it can be used by several people per household. So the type of project is a multi-purpose event project where the event is in progress.

Structuring activities: Task plan, schedule in the form of a Gantt chart with a list of tasks, identification of those responsible, and a schedule of tasks to be performed.

Resource planning: Content of the human resource plan: appointment of a project manager, recruitment, and selection of mental health professionals. Reception workers and maintenance workers. Content of the resource plan: Designation of a suitable location, such as a meeting room, drinks, extra cleaning for the smooth operation of the consulting service.

Schedule: Weekly scheduled work, 8 am to 8 pm, individual half-hour schedule on request.

Cost: Content of the financial plan: Using the other cost category, a monthly service fee of 5% is foreseen to finance the project.

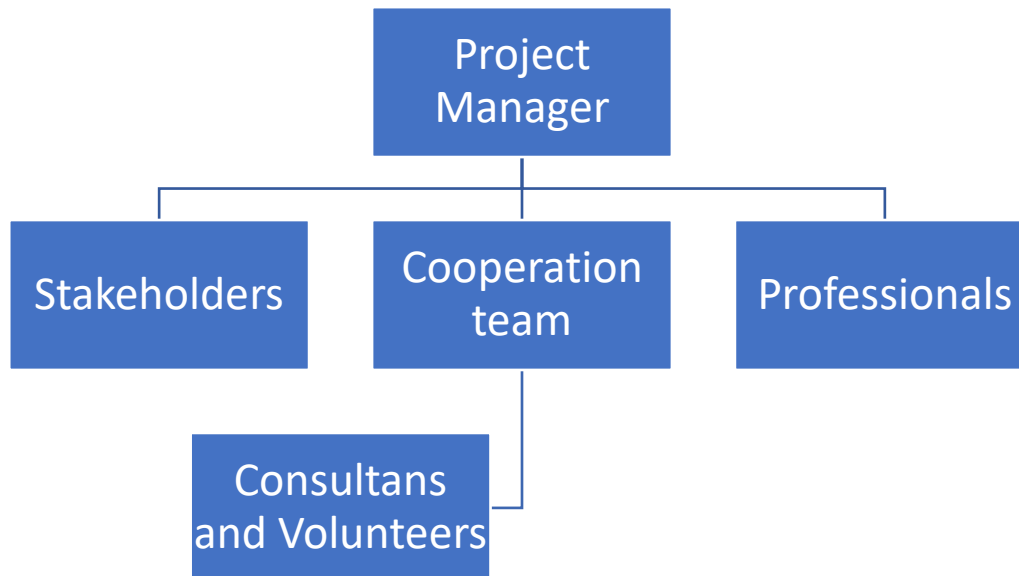
Content of the communication plan: because of the wording of the expectations, it is important to state to whom what information is important. The communication documentation must be designed in such a way that all competent persons receive the information that is important to them.

Risk Management: A risk assessment form detailing the person at risk, control measures, and those who will take action if unexpected events or costs occur.

3.1. Project participants

The project manager, project manager stakeholders, collaboration team, consultants, facilitators, and volunteers. The project participants are then organized into the structure. The organizational structure of the project:

Figure 2. Table of project participants



3.2. Schedule/Gantt chart

9. A Gantt chart is a visual representation of tasks scheduled overtime. It is a very useful tool when planning a project of any size because we can see which work is planned to be done on a given day. The Gantt chart helps you to show the start and end dates of a project in one simple view. When the tasks begin and end and how the tasks are grouped, overlapped and connected. Project tasks are in this case (BACKGROUND OF THE PROJECT, Defining SMART goals, Project benefits, PROJECT PLAN, Project participants, Financial report, Resources, Schedule/Gantt chart, Human Resource Requirements, Communications channel, CONTINUOUS RISK MANAGEMENT, Generic risk assessment form, CONTROLLING AND MONITORING PERFORMANCE EVALUATION)

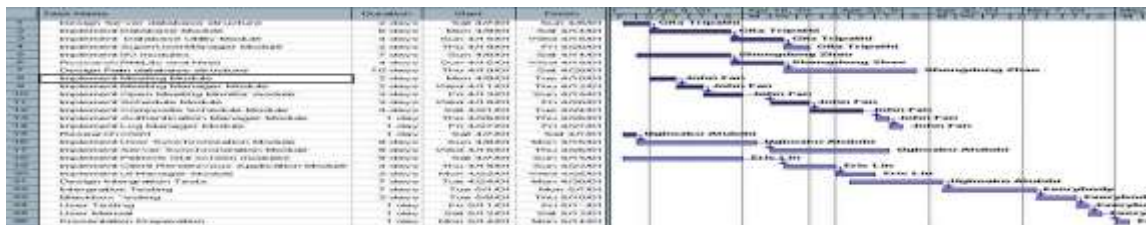


Illustration figure 3.

3.3. Human Resource Requirements

Mental hygiene can be defined as an activity that meets the criteria of a project to improve the mental health of an individual or community in a particular workplace or community. This type of project is always done in a team. The project plan must be prepared by professionals.

3.4. Communication channels

Stakeholder analysis for project communication

Customer management	Weekly status report hard copy	Head Concierge Natasha Benett	Friday
Customer technical staff	Weekly status report hard copy	Estate manager Adam Norwood	Friday
Internal management	Monthly status report hard copy and meeting	Senior Estate manager	First of the month
Program subcontractor	Monthly status report hard copy and meeting	Contract Manager	First of the month

3.5. Project implementation, monitoring the achievement of goals and processes

Monitoring the progress of the project Monitoring tasks attendance sheet follow-up, project managers end of day checklist, and monthly report to stakeholders.

4. CONTINUOUS RISK MANAGEMENT

4.1. Generic risk assessment form

Risk area:		Carried out by:		Date:
Risk identified	Who is at risk	Level of risk	Control measure and person/s responsible	Review
Infection with the virus	Everyone involved in the project	High	Compliance with epidemiological rules/Everybody	Daily check
Short time all available may miss something	Project Manager	High	Strict adherence to the timetable/Project Manager	Weekly control

Financial risk	Company - Stakeholder	High	Additional costs/Project Manager	Monthly report
Logistical risk	Professional team	Medium	Bad scheduling tactic/Reception	Weekly control
Environmental change	Everyone involved in the project	High	Changes in the epidemiological situation/-	Governments rules changing date control

5. CONTROLLING AND MONITORING

Within the project life cycle, it is very important to monitor the progress of the project on the go, in addition to continuous data collection, this can be called monitoring. As well as control: the purpose of this is to uncover irregularities. The purpose of project monitoring is to continuously measure the progress of the project so that any problems can be identified in time, which allows corrective action to be taken. The key to successful monitoring is good communication between project staff and participants. The main documents used to measure the progress of the project are in any case part of the budget, which is included in the contract with the sponsor, setting deadlines for completion. In any case, indicators and milestones must be documented and inter-project and final reports must be prepared for the project to be approved. Project managers can also produce a short, summary monthly report that can be used for targeted, preventative interventions, such as a project manager visiting a project site to learn more about the project. The Monitoring database contains recorded information so that we can always get an accurate picture of the performance of the project activities. Project controlling is according to the function of project management, respectively. Activities to continuously monitor the implementation process of the project include deadlines, costs, performance, and quality data. The difference between project monitoring and controlling is that while evaluating and analysing a project during project monitoring, monitoring activity can assess the status of a project at a given moment.

6. PERFORMANCE EVALUATION

After the project is closed, it is advisable to evaluate the whole project. The evaluation of the project performance of the planned and achieved, expected, and achieved goals compares the planned and achieved goals. The detailed evaluation checklist consists of the following elements:

- Adherence to the schedule.
- The planned budget was maintained; the estimate was accurate.
- The needs of the customers were met precisely by the project objectives; the scope was adequate and the needs were met.
- Stakeholders, the project team, supporters, and the working group kept the correct calculation, positive lessons can be learned.
- The risks outlined were in place, although some unexpected risks were not foreseen but properly managed by the project managers. The epidemic is protracted much longer than expected.
- Communication channels functioned well, the problems were well signalled, no team member was excluded from the communication, communication with external stakeholders was effective.
- Technology, methods that have been used can be stated to be fit for purpose.
- It can also be said that professionals who have formed a professional group are happy to work with them at other times. The cooperation was fruitful.
- The project audit worked effectively; the measures we took proved successful.
- Overview If we could repeat the project, minor details could be done differently, but overall, the goal worked well and was effective.

6.1. Project closure and project evaluation

Some activities are more important than others in project implementation and evaluation. The activities that have the greatest impact on the schedule are called critical activities and need the most attention. There are many ways to track a project for simpler projects than in our case, the

Gantt chart can be used to track the end date of a project. Follow up on weekly status reports, e.g., status discussions. More frequent data collection on project progress often becomes counterproductive. Routine project managers also support such close oversight that the project does not exceed its budget. The project sponsor would like to receive an executive summary every month. In this case, the project ends with the performance of a contract. Upon completion of the projects, we consider the fulfilment and conclusion of all the contractual conditions of the project or project phase that is the subject of the contract, which includes the settlement of even open issues between the contracting parties. According to Gareis (2007), the most common closing events in a project process can be:

Project final report

- Final reports, presentations
- Updated project management documentation
- Transfer of know-how
- Closing workshop, press conference
- Financial closing
- Technical closure

Project:	Feel good wellbeing and mental health club in Vista
Project number:	The officially registered number
Status report period:	Start and end dates of the PSJ reference period (start date is the day after the end date of the previous PSJ).
Created a status report by:	Project Managers name
Contact name and contact details:	Project contact name, phone number, email address, and fax number
Intended date of completion of the project (according to Commission Decision or an equivalent document):	Date of the physical implementation of the project according to the grant agreement
Annexes supporting the project	Contractor, receipts, contracts, financial schedule

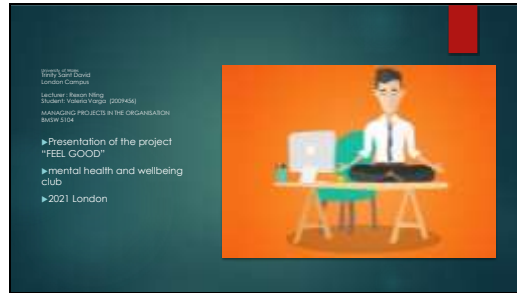
Figure 3. Basic project data

7. PROJECT REPORT AND SUMMARY

Project reporting is a key activity where individual interviews can be conducted with managers about their experiences to encourage interviewees to evaluate their performance and recognize what they have learned from the project. Project reports can also be held at successive project meetings, where conclusions can be drawn about the overall performance and limitations of the project, new working methods developed during the project can be explored and evaluated, and what is suggested could have been done differently. This can also take the form of an ex-post review of the activity, a review of project results, confirmation of ex-post controls, thanks from the team, the sponsor, and stakeholders, presentation of the performance report for approval and signature. Depending on the type of project, the closing meeting may of course be different from a simple project closing.

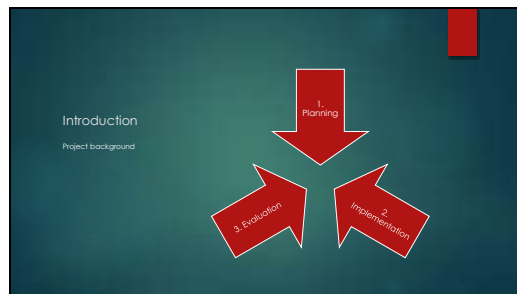
Annex 1 PowerPoint presentation

Slide 1



Slide 1: General Informations

Slide 2



Slide 2: Introduction: The idea for the mental health project was born at the time of the epidemic. On the one hand, the Covid-19 pandemic put the housing company in an unprecedented situation and the situation could not be handled in such a way that the work would remain continuous but would not hurt customer service. The problem was that working with customers was done at the front desk, so this part inevitably required human contact, which caused a lot of tension between the parties because the fear of the epidemic caused more conflict between residents and customer service staff every day. This conflict, in addition to degrading the quality of customer service, also made the company's work more difficult due to the time-consuming routines and the constant plethora of complaints to management. The main source of the problems is the avoidance of personal contact, the narration of the violation of epidemiological rules, and as a result, the daily routine work is almost impossible. Many went on sick leave, with labor shortages and daily conflicts. After the goal of the project was formulated, the planning and implementation started.

Slide 3



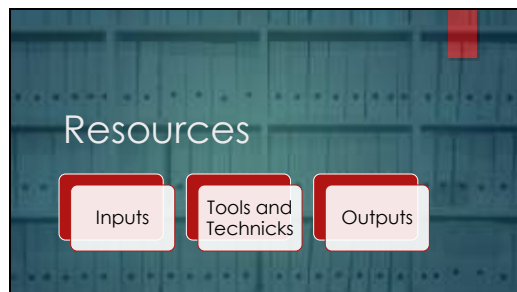
Slide 3: The project includes a time frame for which a 6-month continuous club session has been defined with a continuous weekly schedule each week from 8 a.m. to 8 p.m. The financial framework is defined as funding the project at 5 percent of the service fee, and the project manager accepts the application for the finished mental health program from the professional team and experts.

Slide 4



Slide 4: The project team participates in the project with the specified mental health care, the project manager on behalf of the company, the project manager at the receptionists, and the residents with mental support advisors and volunteers support the project. Club sessions are planned in the company's meeting room, where various technical aids allow for screening and the use of audio materials. It is extremely accessible to everyone as it is local.

Slide 5

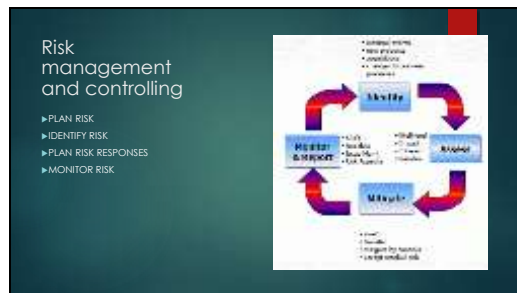


Slide 5: Resources are required according to the following grouping: human resources, technical resources, material resources The proportion of each resource group is adapted to the requirements of the project. As with any project, the efficient use of resources and the successful acquisition of project human resources are key. However, resource requirement planning was determined based on the following:

- human resources
- responsibility
- the activity resource

The human resources team includes the staff and professional qualifications and practical experience required to carry out the project. Responsibilities include the activities involved in the project and the names of the people involved in the project. The compilation of activities also refers to the nature of the relationship between each activity and the person responsible for the task. The planning of the technical and material resources necessary for the implementation of the projects is assisted by the activity resource, in addition to the quantity, it also shows the need for equipment and materials. For better visibility of resource planning, precisely because of the heterogeneous nature of resources, planning should not be universal, but unique to the needs of the project.

Slide 6



Slide 6: Risk assessment ensures that available resources are used effectively when countermeasures are needed. With proper risk communication, stakeholders can prepare for and take the expected countermeasures. Risk factors must be documented and presented transparently so that stakeholders can reliably assess the prospects for project success. The calculated risk costs serve as an important reference for planning measures.

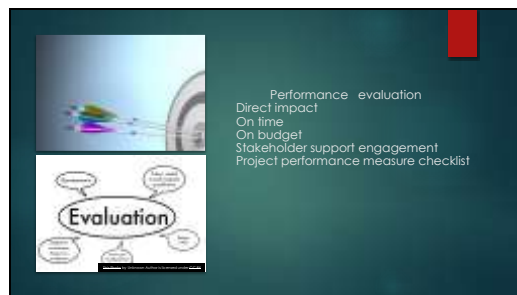
Slide 7



Slide 7: We can conclude that the Gantt chart is a very important element of project management. An efficient and useful way to schedule, track, and control projects where different tasks are performed on a precise schedule. Project planning and scheduling, and information that can be displayed on a Gantt chart:

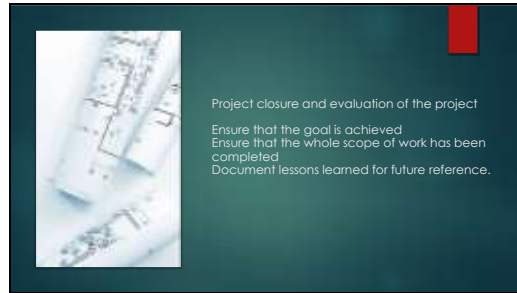
- Planning and scheduling tasks
- Review tasks over time
- Track team collaboration
- Total work of the scheduling team
- Defining planned schedules when defining current project schedules

Slide 8



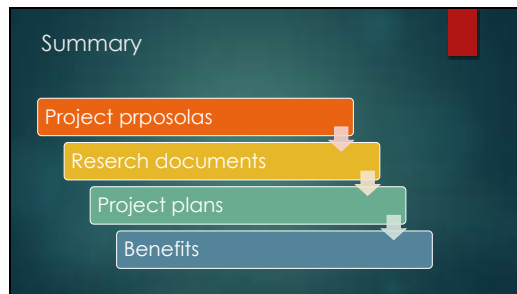
Slide 8: Effective project control is characterized by the following outcome factors: realistic, up-to-date, and complete design specifications that anticipate deviations early in the ongoing monitoring process. Success simply depends on the project manager overcoming these difficulties. Project management is the level at which a project must be kept on a given trajectory. The work is done by subordinates - they and only them - but without a project manager and project management, they will not succeed. Cooperation and communication between project members are of paramount importance. It is worth emphasizing that properly assigned to each task, everyone knows exactly their task and the time interval they need to complete over time. This makes it much easier to manage. Project members should also be aware of the basics of project management, so it is worth attending various training. In this training, you can learn the importance of cooperation and the development of communication

Slide 9



Slide 9: The goal of quality management is to ensure that the results of the project meet the expectations of the customer in all respects. The focus of quality management is twofold: on the one hand, to prevent or correct possible errors arising from the project during its implementation, and on the other hand, to ensure the quality of project processes, ie to ensure planned implementation. Final report
Presentation of internal accounting documents supporting the costs incurred (accounting). In the case of subcontracting: invoices for the costs incurred, indicating the name and address, amount and currency of the issuer of the invoice, and the date of payments. Depreciation costs: tax on the purchase of equipment or tools

Slide 10



Slide 10: Post-Implementation Evaluation (Review) and Completion: Post-implementation evaluation can take place once all planned project objectives have been achieved and all planned project results have been achieved. The post-construction evaluation is only partly about the project, taking stock of experience can be a much bigger help in the successful implementation of subsequent projects. The post-construction evaluation is followed by the completion and closure of the project.

Slide 11



Slide: References

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