

COLLABORATION

I think in project management good communication skills are 60% or 70% of work we do.

Hi, my name is Dražen Vdović, I am project manager in Zagrebačka banka, member of UniCredit Group.

Hi, my name is Veronika Ines Bakarić, I am head of Project Portfolio Management in Zagrebačka banka, member of UniCredit Group.

A deadline is near and you are completing a task when a colleague requests your urgent support. What would you do?

It's a tough question, if the task that I am working on has higher priority level than the task that the other colleague is working on, I can't leave, asking them to wait until I finish this task, and then I can join him or her on the other task. I think it's all about priority and if we don't know which task has higher priority then we have Veronika as a supervisor, and she will decide which task has higher priority and we will do as she says.

How do you facilitate a systematic collaboration in your job?

Well for me working in project management means being truly team player and part of a greater organization because, as you know, every project brings different collaboration experiences, we are working in cross-functional environment, in cross-divisional teams and sometimes cross-country teams, so what helps us is our commitment and passion to boost customer experience and to improve in every way so, we like to help that the bank goes that extra mile, to help bank and innovate.