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PMP/PRINCE2/MCSE/ITil-E/CISSP/CCNP/CISA

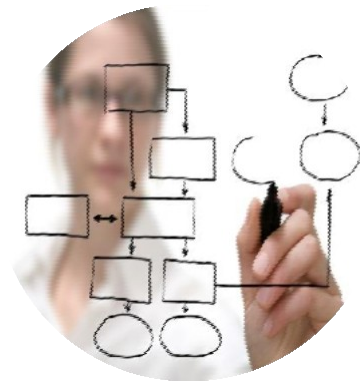
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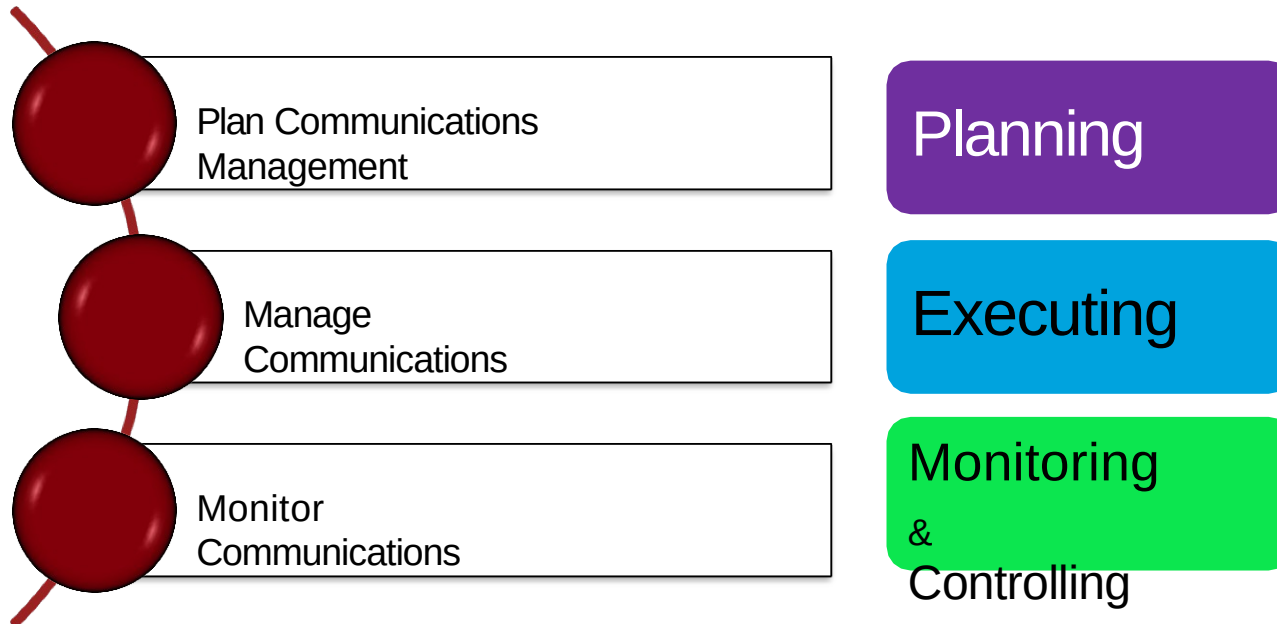
Lecture Nine

Project Communications Management

Quick Re-cap



Project Communication Management



Project communications Management



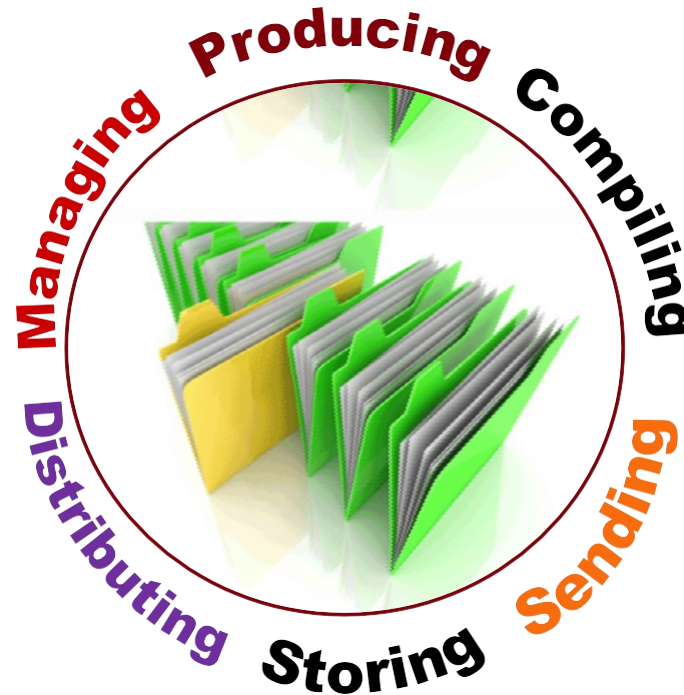
Definition

Project Communications Management includes the processes necessary to ensure that the information needs of the project and its stakeholders are met through development of artifacts and implementation of activities designed to achieve effective information exchange

Project communications Management



Project communications management
covers tasks related to



Project communications Management



Communications Skills

Internal	External
Formal (Reports & Briefings)	Informal (Emails & Ad-Hoc discussion)
Vertical	Horizontal
Official	Unofficial (Off the record)
Written	Oral
Verbal	Non-Verbal (body language)
Para-lingual	

Project Communications Management



Communications Skills

Active listening

Probing ideas and questioning

Educating

Fact-Finding

Setting and managing expectations

Negotiating

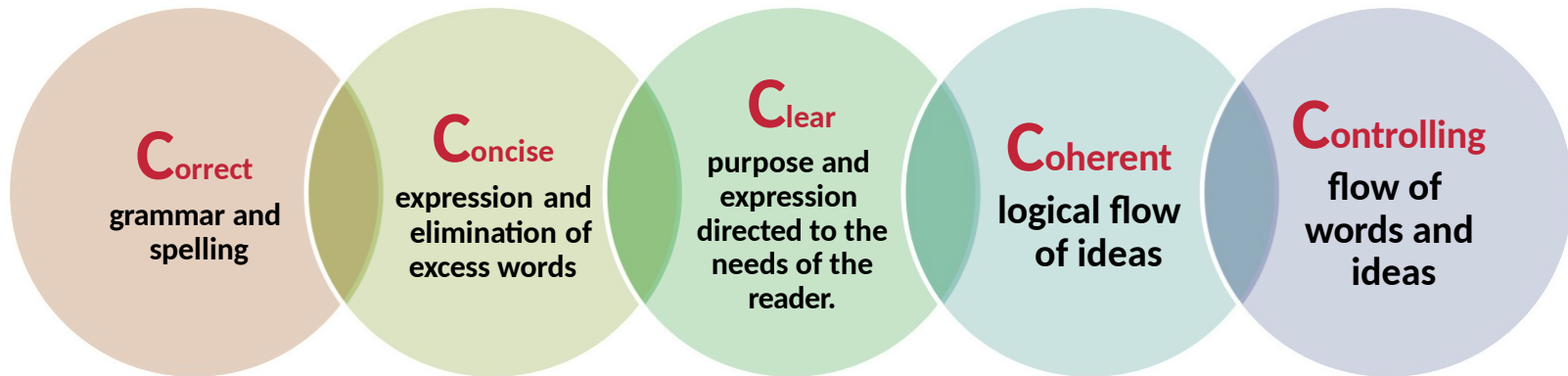
Resolving Conflicts

Project Communications Management



The 5Cs

Misunderstandings can be reduced but not eliminated through using the **5Cs**



The 5Cs of written communications are supported by communication skills, such as:

Listening
actively

Awareness of cultural and personal differences

Identifying, setting, and managing stakeholder expectations

Enhancement of skills

Plan communications Management



Definition

The process of developing an appropriate approach and plan for project communications activities based on the information needs of each stakeholder or group, available organizational assets, and the needs of the project.

Plan
communications
Management

Manage
communications

Monitor
communications

Plan communications Mgmt.



ITTO

Inputs

1. Project charter
2. Project management plan
3. Project documents
4. Enterprise Environmental Factors
5. Organizational Process Assets

Tools & Techniques

1. Expert judgment
2. Communication requirements analysis
3. Communication technology
4. Communication models
5. Communication methods
6. Interpersonal and team skills

Outputs

1. Communications management plan
2. Project management plan updates
3. Project documents updates

Plan communications Management

Manage communications

Monitor communications

7. Data representation

8. Meetings

Plan communications Mgmt.



ITTO

Inputs

1. Project charter

2. Project management plan

- Resource management plan
- Stakeholder engagement plan

3. Project documents

- Requirements documentation
- Stakeholder register

4. Enterprise Environmental Factors

5. Organizational Process Assets

Plan communications Management

Manage communications

Monitor communications

Plan communications Mgmt.



ITTO

Inputs

1. Project management plan
2. Stakeholder register
3. Enterprise Environmental Factors
4. Organizational Process Assets

Tools & Technique

1. Expert judgment
2. Communication requirements analysis
3. Communication technology
4. Communication models
5. Communication methods
6. Interpersonal and team skills
7. Data representation
8. Meetings

Outputs

- Urgency of the need for information
- Availability of information
- Ease of use
- Project environment
- Sensitivity and confidentiality of the information

Plan communications Management

Manage communications

Monitor communications

Plan communications Mgmt.



ITTO

Inputs

1. Project management plan
2. Stakeholder register
3. Enterprise Environmental Factors
4. Organizational Process Assets

Tools & Technique

1. Expert judgment
2. Communication requirements analysis
3. Communication technology
4. Communication models
5. Communication methods
6. Interpersonal and team skills
7. Data representation
8. Meetings

Outputs

1. communication Management Plan
2. Project Document

- Interactive
- Push
- Pull

Plan communications Management

Manage communications

Monitor communications

Plan communications Mgmt.



ITTO

- Communication styles assessment
- Political awareness
- Cultural awareness

Tools & Techniques

1. Expert judgment
2. Communication requirements analysis
3. Communication technology
4. Communication models
5. Communication methods

6. Interpersonal and team skills

7. Data representation

8. Meetings

Outputs

1. communication Management Plan

- Stakeholder engagement assessment matrix

Plan communications Management

Manage communications

Monitor communications

Plan Communications Mgmt.



Plan communications Management

Manage communications

Monitor communications

Plan communications Mgmt.



The components in a basic model of communications are

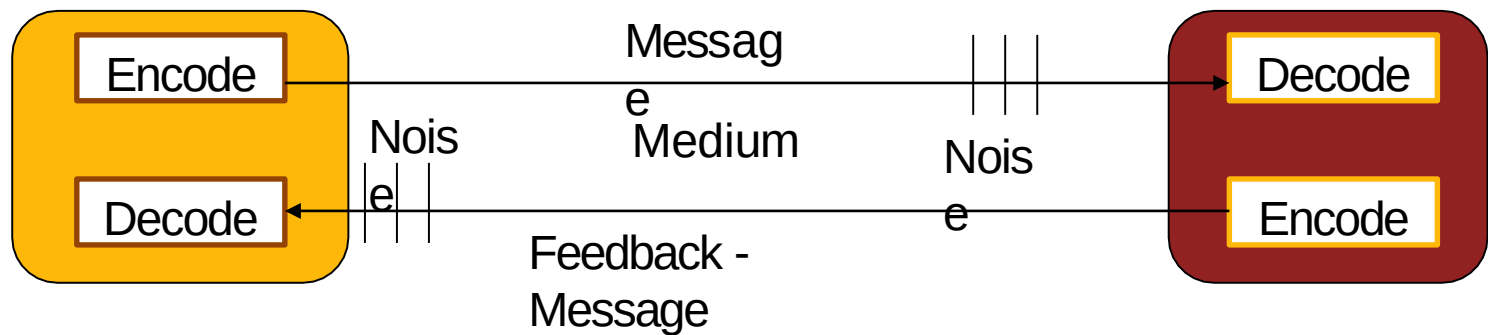
Encode

Message

Medium

Noise

Decode



Plan communications Management

Manage communications

Monitor communications

Plan communications Mgmt.



communications Requirements Analysis

- Identifying communications channels
- No of lines of communications is
- $N(N-1)/2$
- Ex: A team of 6 will have
 - $= 6*(6-1)/2$
 - $= 6*5/2$
 - $= 15$

Plan
communications
Management

Manage
communications

Monitor
communications

Manage communications



Definition

The process of ensuring timely and appropriate collection, creation, distribution, storage, retrieval, management, monitoring, and the ultimate disposition of project information

Plan
communications
Management

Manage
communications

Monitor
communications

Manage communications



Techniques and considerations for effective communications management include but are not limited to:

- **Sender-receiver models**
- **Choice of media**
- **Writing style**
- **Meeting management**
- **Presentation techniques**
- **Facilitation techniques**
- **Active listening**

Plan
communications
Management

Manage
communications

Monitor
communications

Manage communications



ITTO

Inputs

1. Project Management Plan
2. Project documents
3. Work performance reports
4. Enterprise Environmental Factors
5. Organizational Process Assets

Tools & Techniques

1. Communications Technology
2. Communications Methods
3. Communications skills
4. Project Information management system
5. Project reporting
6. Interpersonal and team skills
7. Meetings

Outputs

1. Project communications
2. Project management plan updates
3. Project Document Updates
4. Organizational process assets updates

Plan
communications
Management

Manage
communications

Monitor
communications

Manage communicationss



ITTO

Inputs

1. Project Management Plan

- Resource management plan
- Communications management plan
- Stakeholder engagement plan

2. Project documents

3. Work performance reports
4. Enterprise Environmental Factors
5. Organizational Process Assets

- Change log
- Issue log
- Lessons learned register
- Quality report
- Risk report
- Stakeholder register

Plan
communications
Management

Manage
communications

Monitor
communications

Manage communications



ITTO

- Active listening
- Conflict management
- Cultural awareness
- Meeting management
- Networking
- Political awareness

Tools & Techniques

1. Communications Technology
2. Communications Methods

3. Communications skills

4. Project Information management system
5. Project reporting

6. Interpersonal and team skills

7. Meetings

- Communication competence
- Feedback
- Nonverbal
- Presentations

Plan communications Management

Manage communications

Monitor communications

Manage communications



ITTO

Outputs

1. Project communications
2. Project management plan updates
3. Project Document Updates
4. Organizational process assets updates

- Communications management plan
- Stakeholder engagement plan

- Issue log
- Lessons learned register
- Project schedule
- Risk register
- Stakeholder register

Plan communications Management

Manage communications

Monitor communications

Monitor communications

Definition

The process of ensuring the information needs of the project and its stakeholders are met.

Plan
communications
Management

Manage
communications

Monitor
communications

Monitor communications



ITTO

Inputs

1. Project management plan
2. Project documents
3. Work performance data
4. Enterprise environmental factors
5. Organizational process assets

Tools & Techniques

1. Expert judgment
2. Project management information system
3. Data analysis
4. Interpersonal and team skills
5. Meetings

Outputs

1. Work performance information
2. Change requests
3. Project management plan updates
4. Project Document Updates

Plan
communications
Management

Manage
communications

Monitor
communications

Monitor communications



ITTO

Inputs

1. Project management plan
2. Project documents
3. Work performance data
4. Enterprise environmental factors
5. Organizational process assets

- Resource management plan
- Communication management plan
- Stakeholder engagement plan

- Issue log
- Lessons learned register
- Project communications

Plan
communications
Management

Manage
communications

Monitor
communications

Monitor communications



ITTO

Tools & Techniques

1. Expert judgment
2. Project
3. Data analysis
4. Information system
5. Meetings

➤ Observation/conversation

➤ Stakeholder engagement assessment matrix

Plan communications Management

Manage communications

Monitor communications

Monitor communications



ITTO

Outputs

1. Work performance information
2. Change requests
3. Project management plan updates
4. Project Document Updates

- Communications management plan
- Stakeholder engagement plan

- Issue log
- Lessons learned register
- Stakeholder register

Plan communications Management

Manage communications

Monitor communications

Project communications Management



To Sum up..

- ◆ We identified the project communicationss
- ◆ management knowledge area's processes
We know how to plan communications
for the project
- ◆ We know how manage communications
We know how to Monitor
communications

Questions

