

Managing Project Communications (Tier 3)



2 Days (minimum 6 participants)

Prerequisites

None, although a course in project management basics is recommended.

Audience

Current and aspiring project managers, sub-team leaders, and team members. Project clients, sponsors, and other stakeholders may also benefit.

Description

The goal of project communications management is the accurate and timely collection, dissemination and storage of information. It is critical that all people in the project communicate in the same project "language". As in project human resource management, there is a broader availability of knowledge in a non-project management specific context.

This workshop provides participants with a clear four-step process for managing project communications:

- Communications Planning
- Information Distribution
- Performance Reporting
- Managing Stakeholders

Objectives

Upon successful completion of this course, participants will be able to:

- ✓ Determine the information and communications needs of the project stakeholders
- ✓ Make needed information available to project stakeholders in a timely manner
- ✓ Collect and distribute performance information, including status reporting, progress measurement, and forecasting
- ✓ Manage communications to satisfy the requirements of and resolve issues with project stakeholders

Managing Project Communications (Tier 3), continued

SECTION 1: Communications in General

MODULE 1- Introduction and Background

- Communications Model
- Key Model Elements
- Barriers to Effective Communication
- PMI Perspective Overview

MODULE 2 - Communications Planning

- Communications Requirements Analysis
- Communications Technology
- Communication Management Plan

MODULE 3 - Information Distribution

- Information Distribution Systems
- Information Distribution Methods

MODULE 4 - Performance Reporting

- Performance Information Gathering and Compilation
- Status Review Meetings
- Time Reporting Systems
- Cost Reporting Systems
- Schedule Performance Reports

SECTION 2: Manage Stakeholders by Managing Expectations

MODULE 5 - Managing Project Expectations

Introduction

- Implicit/Explicit Expectations
- Expectations and Project Management Processes