COMMUNICATION

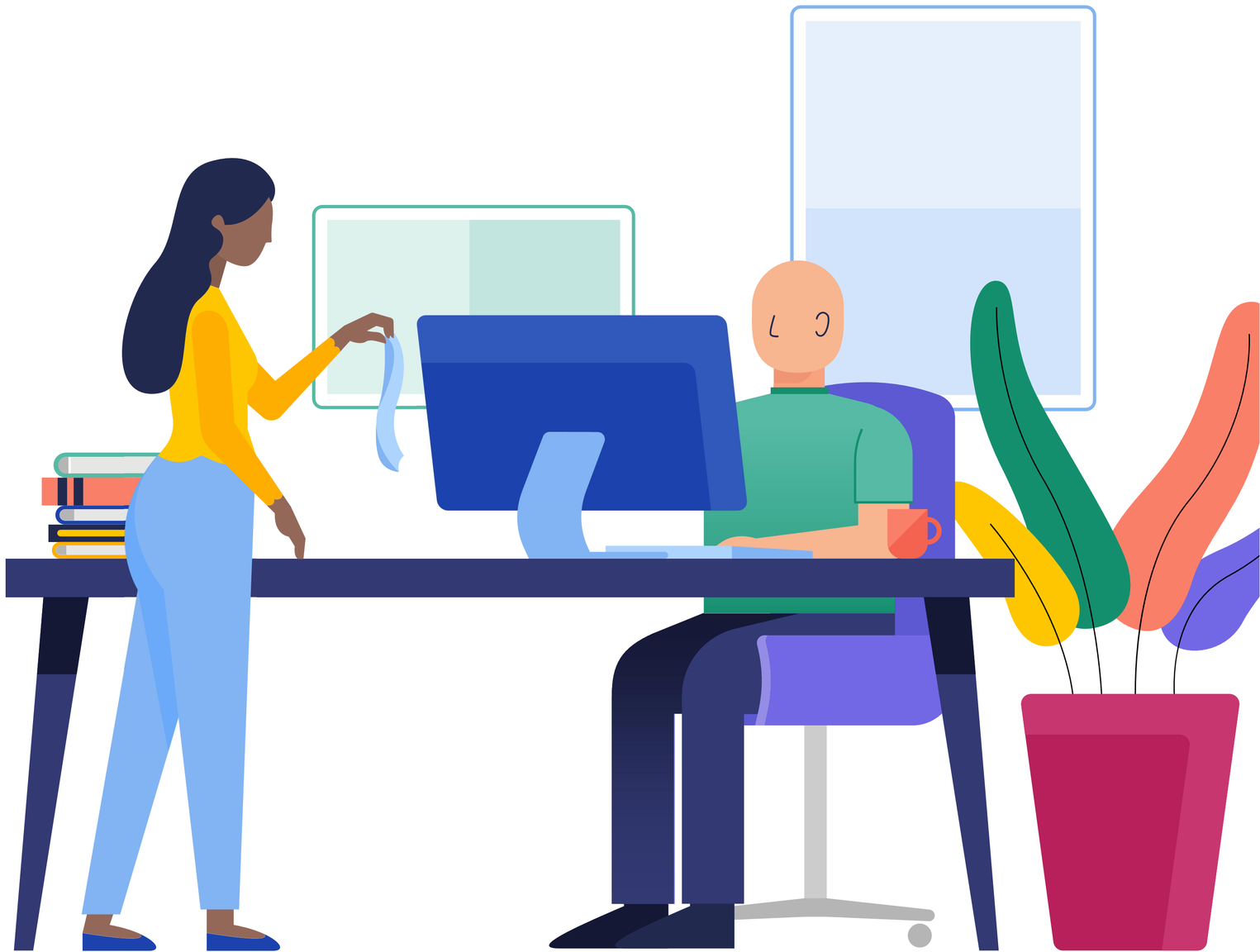
MANAGEMENT

Successful Communication

7 elements

- Sender
- Receiver
- Message
- Channel
- Noise
- Feedback
- Context

Every good communication management plan should answer the 5 Ws: **who, what, when, where,** and **why**.



Key Step for creating Communication plan

The five steps involved in creating a communications

plan are:

(1) establishing goals

(2) defining key audiences

(3) identifying key messages

(4) creating a tactical outreach plan

(5) specifying a timeline for moving forward.

What is meant by communication management?

Communication management is **an umbrella term referring to the flow of information within a company or between multiple companies**.

It focuses on reaching a company's target audiences by planning and implementing different methods of communication.

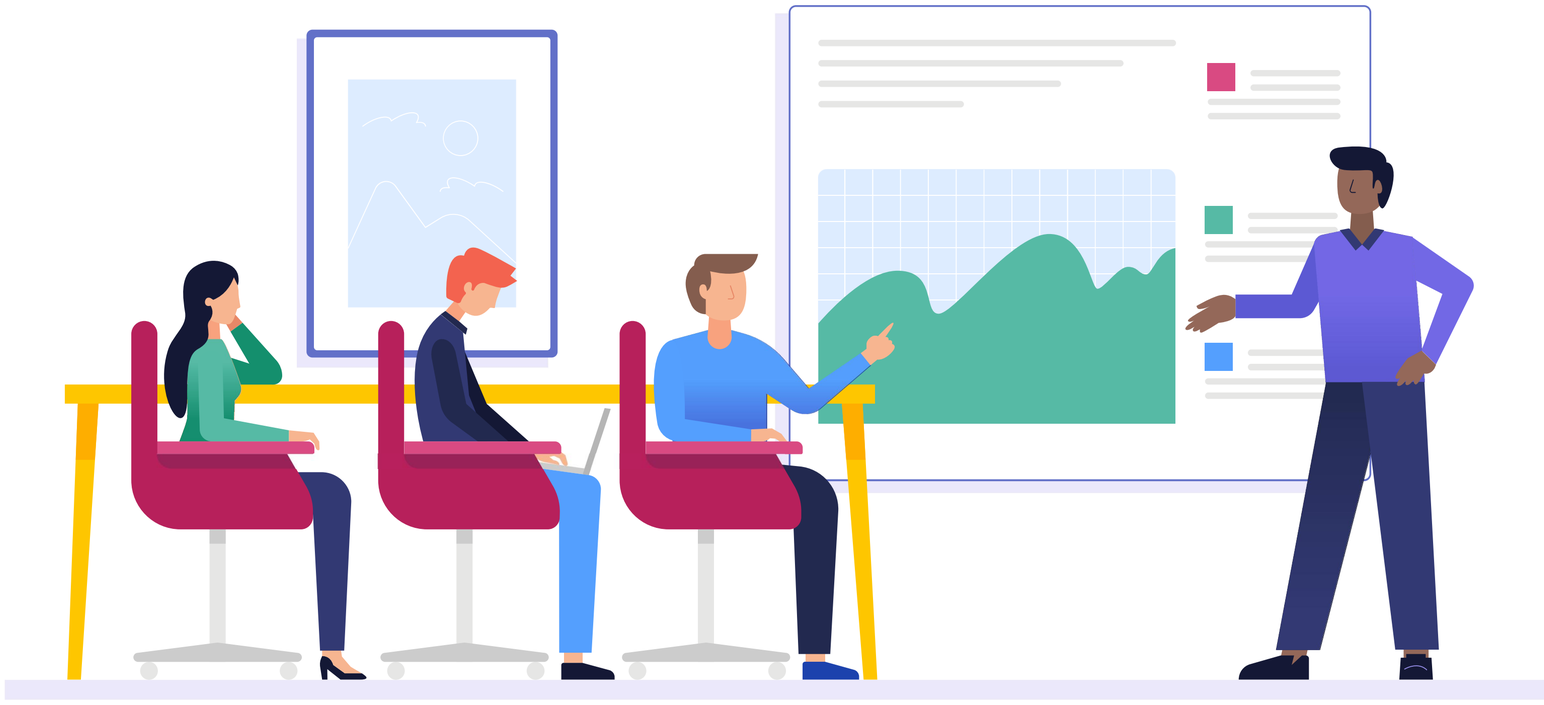
What is the role of communication in management?

Communication promotes motivation by informing and clarifying the employees about the task to be done, the manner they are performing the task, and how to improve their performance if it is not up to the mark.

What are types of communication management?

Types of Managerial Communication

- ❑ Verbal Communication
- ❑ Written Modes of Communication
- ❑ Body Movements
- ❑ Facial Expressions
- ❑ Gestures



Project Communication

Project Communication Management includes the processes required to ensure timely and appropriate generation, storage, retrieval, distribution, and disposition of project Information.

Communication Management Process

Plan Communication Management

Manage Communication

Control Communications

Plan Communication Management

Process of developing an appropriate approach and plan for a project communications based on stakeholder's information needs and requirements, and available organizational assets

Plan Communication Management

INPUT

- Communications Mgmt. Plan
- Work Performance Reports
- Enterprise Env. Factors
- Org. Process Asset

TOOLS

- Performance Reporting
- Information Management Systems
- Communication Technology
- Communication Methods
- Communication Models

GOAL

- Project Communications
- Project Management Plan, Project
- Documents and Organisation Process Assets updates

Plan Communication Management

Manage Communication

Control Communications

Manage Communications

Process of creating, collecting, distributing, storing, retrieving, & the ultimate disposition of project related information in accordance to the communications management plan.

Manage Communications

INPUT

- Project Management Plan
- Stakeholder Register
- Enterprise Env. Factors
- Org. Process Assets

TOOLS

- Communication Technology
- Communication Methods
- Meetings
- Communication Models
- Communications Requirement Analysis

GOAL

- Communication Management Plan
- Project Document Updates

Plan Communication Management

Manage Communication

Control Communications

Control Communications

Process of monitoring and controlling communications throughout the entire project life cycle to ensure the information needs of the project stakeholders are met

Control Communication

INPUT

- Issue Log
- Work Performance Data
- Project Management Plan
- Project Communications and
- Org. Process Assets

TOOLS

- Information Management Systems
- Expert Judgment and meeting

GOAL

- Work Performance Information
- Change Requests
- Project Management Plan, Project
- Documents, and Org. Process Assets Updates

Plan Communication Management

Manage Communication

Control Communications

A project communication plan is an agreement between collaborators and stakeholders that outlines what, when, and how **project performance reports** will be shared at key intervals.

Performance Reports

Status Report

Contains what the project team has accomplished in relation to schedule and budget

Variance Report

Compares actual project results with planned or expected results. Widely used to analyze cost and schedule variances

Trend Analysis Report

Inspects project results over a period of time, to predict future variances.

Performance Reports

Progress Report

Contains how much the project team has accomplished.

Forecast Report

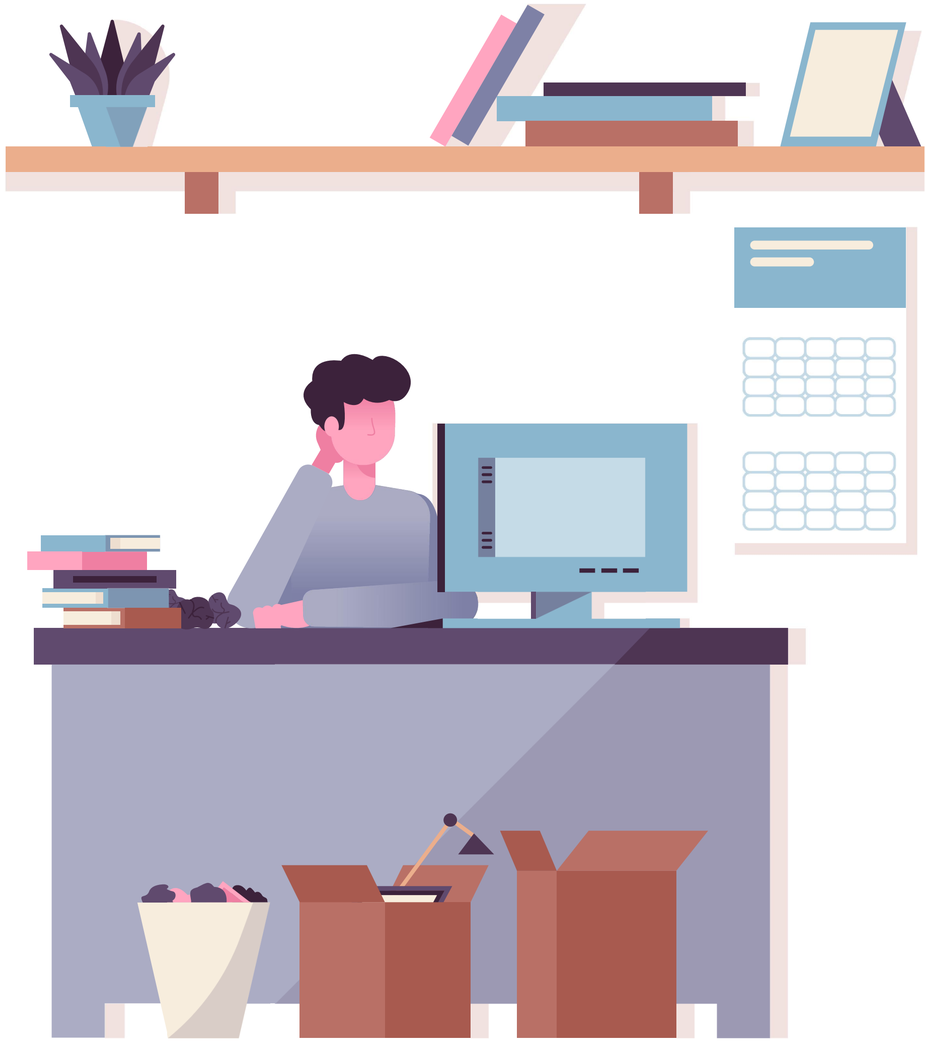
Predicts future project status and progress.

Earned Value Analysis Report

Integrates scope, cost (or resources), and schedule measures to help other project team assess project performance

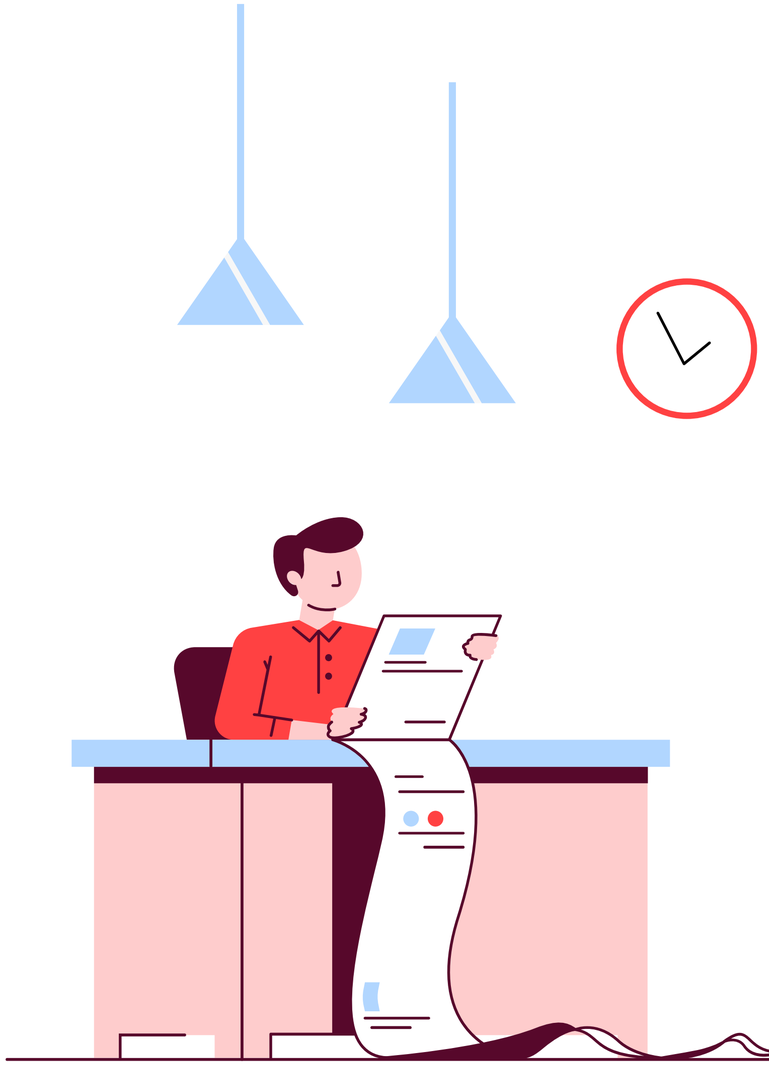
What are the 7 principles of communication?

1. Comprehensive. People shouldn't be left wondering if there is more to come
2. Clarity. The purpose of messages should be clear; worded in such a way that the receiver understands the same thing which the sender wants to convey
3. Attention and Style
4. Coherency
5. Timeliness and Urgency
6. Importance of Feedback
7. **what ??**



What are the five 5 communication skills?

1. WRITTEN COMMUNICATION. Convey ideas and information through the use of written language.
2. ORAL COMMUNICATION. Convey ideas and information through the use of spoken language.
3. NON-VERBAL AND VISUAL COMMUNICATION
4. ACTIVE LISTENING
5. CONTEXTUAL COMMUNICATION



Project Communications

Performance reports,

- Deliverable status,
- Schedule progress, and

Costs incurred

Project management plan

Provides information on project baselines, stakeholder management and communications management. The performance measurement baseline typically integrates scope schedule and cost parameters of a project

Project document updates

Project document updates that may be updated include but are not limited to issue log, project schedule, and project funding requirement

Organizational process assets

such as notifications, project reports, project presentations, project records, feedback from stakeholders, and lessons learned documentation

SUMMARY

Push & Pull

Push mean sending message to specific recipients where as Pull means recipient access content at their own discretion

Issue Log

A document maintained by project team including resolved and unresolved issue

Change Log

Used to document changes that occur during the project

Forecast Report

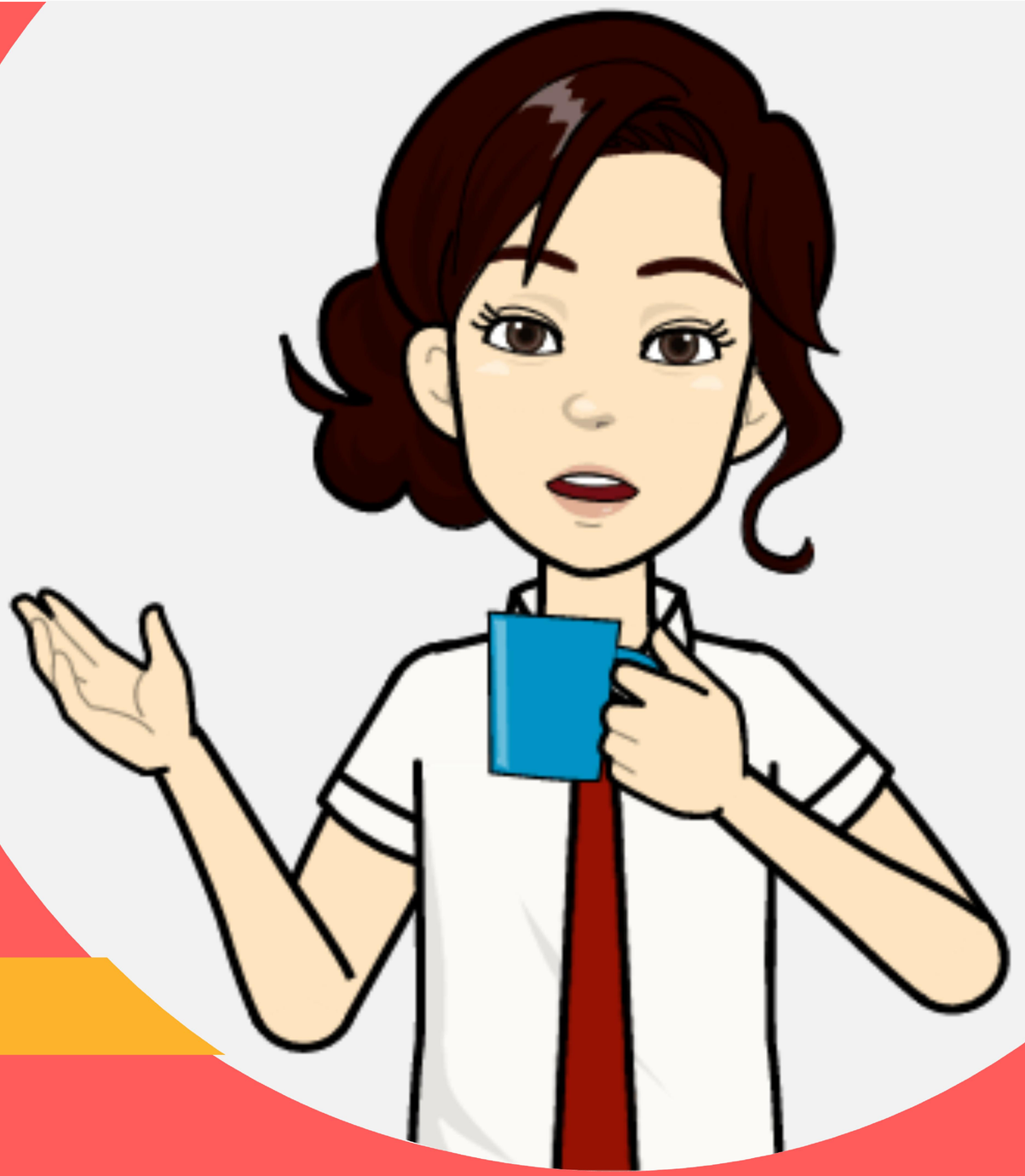
Predicts future project status and progress.

Progress Report

Contains how much the project team has accomplished.

Next :

How we Manage Risk?



GET IN TOUCH

@projectsmind

www.projectsmind.com