

A Practical Approach to Project Communications Management

2 Day Seminar

About This Seminar

Communication is critical to the success of all projects. Facilitating and coordinating communications is certainly a significant and very challenging responsibility of the project manager. This interactive two-day seminar examines communications factors that affect project processes and results. It introduces and demonstrates proven communications tools and techniques, including application of project data using Microsoft Excel®, which can be put to practice immediately. The communication tools & techniques presented in this seminar may be adopted by any organization to support more effective project as well as individual performance.

Who Should Attend

Project Managers, Project Leaders, Project Coordinators, Project Administrators, Program Managers, Functional Managers, and Project Team Members representing government, owner, contractor, or vendor organizations who are responsible for or involved with the initiation, planning, execution, monitoring & controlling, and closing of projects.

Seminar Outline

Module 1: Introduction & Overview

Module 2: Communications Principles

- Definition of Communications
- Communications Model and Six (6) Components
 - Sender Responsibilities
 - Receiver Responsibilities
 - Message Packaging Conditions
 - Noise
 - Media/Types
 - Response/Reply
- Communications Variables
- Stakeholder Perceptions

Module 3: Project Management Communications Overview

- Areas of Knowledge/Expertise Needed for Effective Communications
- Project Management Knowledge Areas
- Project Communications Management Processes
- Project Management Processes & Project Life Cycle
- Project Communications Management Definitions

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Module 4: Communications Planning

- Inputs
 - Enterprise Environmental Factors
 - Organizational Process Assets
 - Project Scope Statement
 - Project Management Plan
- Tools & Techniques
 - Communications Requirements Analysis
 - Communications Technology
- Outputs
 - Communications Management Plan
 - Project Communications Plan

Module 5: Information Distribution

- Inputs
 - Communications Management Plan
 - Project Communications Plan
- Tools & Techniques
 - Communications Skills
 - Information Gathering and Retrieval Systems
 - Information Distribution Methods
 - Lessons Learned Process
- Outputs
 - Update Organizational Process Assets
 - Stakeholder Requested Changes

Module 6: Performance Reporting

- Inputs
 - Project Management Plan
 - Work Performance Information
 - Performance Measurements
 - Project Deliverables
 - Forecasted Completion
 - Quality Control Measurements
 - Approved Change Requests
- Tools & Techniques
 - Information Presentation Tools
 - Performance Information Gathering and Compilation
 - Status Review Meetings

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- Time Reporting Systems
- Cost Reporting Systems
- Outputs
 - Performance Reports
 - Forecasts
 - Stakeholder Requested Changes
 - Recommended Corrective Actions
 - Update Organizational Process Assets

Module 7: Managing Project Stakeholders

- Inputs
 - Communications Management Plan
 - Project Communications Plan
 - Organizational Project Assets
- Tools & Techniques
 - Communications Methods
 - Project Issues & Changes Log
- Outputs
 - Resolved Project Issues
 - Approved Change Requests
 - Approved Corrective Actions
 - Update Organizational Assets
 - Update Project Management Plan

Summary

- Sample Project Communications Management PMP Exam Questions
- Review Lessons Learned