| Document: **Communication Management Approach** | Project: **Project Billy** | Author: **Project Manager** |
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1. Introduction

| This document outlines the Communications Management Approach for Project Billy, ensuring effective and structured communication throughout the project lifecycle. It defines how, when, and to whom project information will be communicated, ensuring that all stakeholders remain informed and engaged. |
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1. Communication Procedure

| Communication within the project will be managed through a structured approach:   * **Identification of Communication Needs:** Stakeholder analysis will determine the information different parties require. * **Planning and Scheduling:** Communication methods and frequency will be determined. * **Message Development:** Ensuring messages are clear, concise, and aligned with project goals. * **Delivery**: Messages will be shared using appropriate channels. * **Feedback and Monitoring:** Communication effectiveness will be monitored, and adjustments will be made as needed. |
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1. Tools & Techniques

| Stakeholder analysis determines communication needs, while the **RACI** matrix clarifies responsibilities. Project reports, meetings, collaboration tools, and dashboards will be used to ensure transparency and engagement. |
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1. Records

| Key communication records include meeting minutes, status reports, and stakeholder correspondence, all stored for reference and audit purposes. |
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1. Communication Timing

| Communication activities align with project phases: stakeholder planning at initiation, kick-off meetings during planning, regular status reports and team meetings in execution, and lessons learned documentation at closure. |
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1. Stakeholder Communication Requirements

| The Project Board requires high-level updates via reports and meetings, while the Project Manager ensures weekly progress reports. The development team participates in daily stand-ups, and business stakeholders receive monthly updates. End users are informed through training and system notifications as needed. |
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1. Communication Channels and Methods

| Formal reports provide structured updates, while meetings enable collaboration and issue resolution. Emails and instant messaging ensure quick updates, and project management software tracks tasks and risks. Workshops and training sessions engage stakeholders and facilitate knowledge sharing. |
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1. Roles & Responsibilities

| **Roles** | **Responsibility** |
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| **Project Manager** | Oversees communication, ensuring information is distributed appropriately |
| **Project Board** | Reviews project progress and provides strategic direction |
| **Development Team** | Shares technical updates, while business stakeholders receive impact assessments |
| **Risk Owner** | Reports mitigation strategies, and quality assurance teams communicate testing results. |

1. Escalation Process

| Issues are first addressed at the team level. If unresolved, they escalate to the Project Manager. Critical concerns are raised to the Project Board for resolution. |
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1. Communication Monitoring & Effectiveness

| Effectiveness is assessed through stakeholder feedback, meeting reviews, and periodic communication audits to ensure clarity and responsiveness. |
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1. Lessons Learned

| Communication successes and challenges will be reviewed at project closure to improve future project communication strategies. |
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