

Faculty of Information Technology

FIT2002 IT PROJECT MANAGEMENT

TUTORIAL 9

TOPIC 9: Communication and Stakeholder Management

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Learning outcomes:

- Evaluate the importance of communication within a project
- Create a Communication Management Plan
- Managing Communication and using the right media
- Understand the process of managing stakeholder engagement and how to use an issue log effectively
- Explain methods for controlling stakeholder engagement
- Discuss types of software available to assist in project stakeholder management

Time Frame	Topic	Activity	Outcomes/ tasks/ resources
60 mins	Review lecture and workshop	Activity 1: Review the pre-class and workshop <u>Group discussion and Tutor-led:</u> <ol style="list-style-type: none"> 1. What items should a communications management plan* address? How can a stakeholder analysis assist in preparing and implementing parts of this plan? 2. How many different communication channels does a project team with six people have? How many more communication channels would there be if the team grew to 10 people? 3. Discuss the advantages and disadvantages of different ways of distributing project performance information. 4. Describe the type of information that is documented in an issue log. How can you avoid spending too much time documenting and tracking issues? 5. Discuss some methods for controlling stakeholder engagement. 6. How can software assist in project stakeholder management? Do you think social media tools are more likely to help or hinder projects? 	<i>Describe and know these terms:</i> Communications management plan lessons-learned report Progress reports Status reports expectations management matrix issue log power/interest grid stakeholder analysis stakeholder register

*Communication Management Plan

Template and example:

<https://www.projectmanagementdocs.com/template/project-planning/communications-management-plan/#axzz6a3ATpxlB>

Time Frame	Topic	Activity	Outcomes/ tasks/ resources
30 mins	Managing Communications	<p>Activity 2: Using appropriate media</p> <p>Review the following scenarios, and discuss what media you think would be most appropriate to use and why. See Slide 17 for suggestions.</p> <p>a) Many of the technical staff on the project come in from 9:30 a.m. to 10:00 a.m., while the business users always arrive before 9:00 a.m. The business users have been making comments. The project manager wants to have the technical people come in by 9:00, although many of them leave late.</p> <p>b) Your company is bidding on a project for the entertainment industry. You know that you need new ideas on how to put together the proposal and communicate your approach in a way that will impress the customer.</p> <p>c) Your business has been growing successfully, but you are becoming inundated with phone calls and e-mails asking similar types of questions.</p> <p>d) You need to make a general announcement to a large group of people and you want to make sure they get the information.</p>	Identifying the right media to use for different situations
20 mins	Progress report	<p>Activity 3:</p> <p>Assignment 2 discussion and team review meeting. Your tutor will assess your team collaboration.</p> <p>Clarify any queries on your assignment requirements. Show the draft copy of your Running Case 5 to your tutor for some informal feedback. Running Case 6 is already posted on Moodle. Your group should start looking at it and discuss.</p>	