



Information Technology

FIT2002 Week 9 Seminar

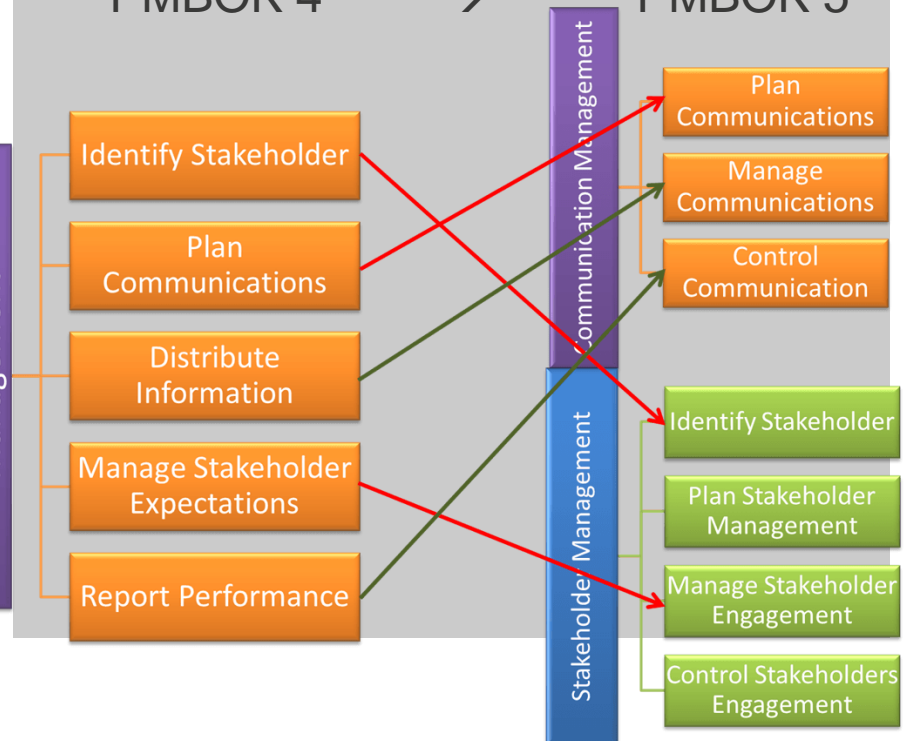


Communication and Stakeholder Management

PMBOK 4



PMBOK 5



Recap from Video 1:

- Failure to communicate is often the greatest threat to the success of any project, especially IT projects.
- Communication is the oil that keeps a project running smoothly.
- Project communications management involves
 - planning communications management,
 - managing communications,
 - controlling communications.
- Keys to good communications: focusing on individual and group communication needs, using formal and informal communication methods, providing important information effectively and timely, setting the stage right for bad news, and understanding communication channels.
- A communications management plan will help to ensure good communications.

Recap from Video 2:

- Managing communication includes creating and distributing project information.
- The various methods for distributing project information include formal, informal, written, and verbal.
- Important to determine the most appropriate means for distributing different types of project information.
- Project managers and their teams should focus on the importance of building relationships as they communicate project information.
- As the number of people that need to communicate increases, the number of communication channels also increases.

Recap from Video 2: (cont...)

- Reporting performance involves collecting and disseminating information about how well a project is moving toward meeting its goals.
 - Project teams can use earned value charts and other forms of progress information to communicate and assess project performance.
- Status review meetings are an important part of communicating, monitoring, and controlling projects.
- The main goal of controlling communications is to ensure the optimal flow of information throughout the entire project life cycle.
- Suggestions for improving project communications:
 - learn how to run more effective meetings,
 - how to use e-mail, instant messaging and collaborative software more effectively, and
 - how to use templates for project communications.

Time for polling: <https://flux.qa/6CKSE4>

Question 1:

If you add three more people to a project team of five, how many more communication channels will you add?

- A. 2
- B. 12
- C. 15
- ✓ D. 18

Question 2: **Poll Code: 6CKSE4**

A(n) _____ report describes where a project stands at a specific point in time.

- ✓ A. status
- B. performance
- C. forecast
- D. earned value

Question 3: **Poll Code: 6CKSE4**

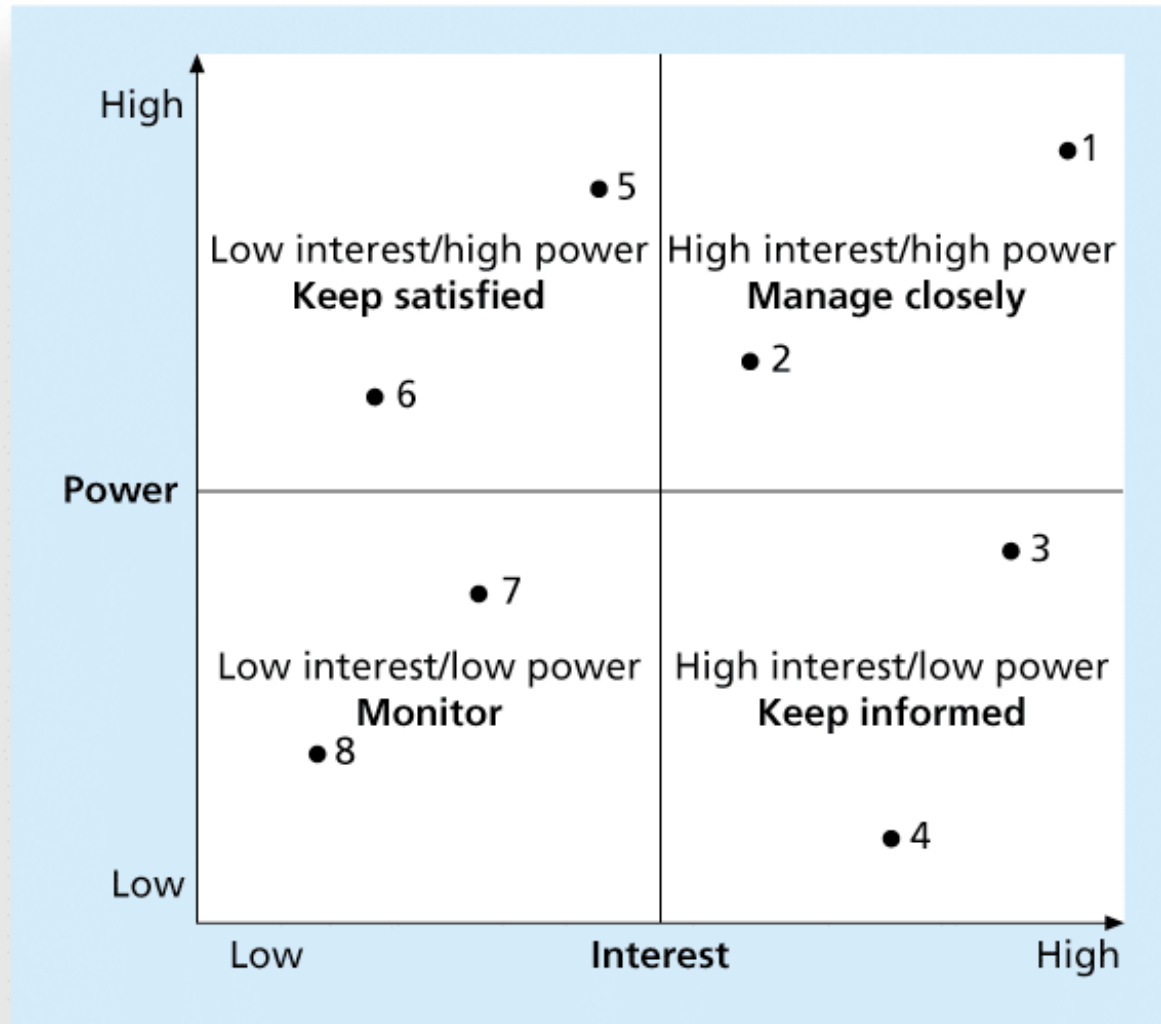
Which of the following is not a guideline to help improve time spent at meetings?

- A. Determine if a meeting can be avoided.
- ✓ B. Invite extra people who support your project to make the meeting run more smoothly.
- C. Define the purpose and intended outcome of the meeting.
- D. Build relationships.

Recap from Video 3:

- **Project stakeholder management** includes:
 - **Identifying** stakeholders,
 - **Planning** stakeholder management,
 - **Managing** stakeholder engagement, and
 - **Controlling** stakeholder engagement
- Stakeholders can be internal or external to the organization, and they might support or oppose your project. The main output of this process is a **stakeholder register**.
- A **stakeholder analysis** is a key technique used in planning stakeholder engagement.
- A stakeholder management plan describes stakeholder engagement levels, inter-relationships, communication requirements, management strategies, and a process for updating the plan.

Power/Interest Grid



Recap from Video 4:

- When managing stakeholder engagement, project managers and teams must understand various stakeholders' expectations and use their communications and interpersonal skills.
- It is important to encourage engagement early in a project.
- Issue log—a document used to help track and resolve issues on projects.
- It is important to control stakeholder engagement by having an open dialogue and tracking deliverables related to engagement.
- Several types of software can assist in project stakeholder management – to improve communications and collaboration
- Social media can also help in developing relationships with stakeholders.

Question 4: **Poll Code: 6CKSE4**

What type of information about stakeholders is not included in a stakeholder register?

- A. identification
- B. classification
- C. assessment
- ✓ D. engagement level

Question 5: **Poll Code: 6CKSE4**

One of your project stakeholders has a high amount of authority and a high amount of interest. How should you manage that relationship?

- A. keep informed
- B. keep satisfied
- ✓ C. manage closely
- D. monitor

Question 6: **Poll Code: 6CKSE4**

Which type of matrix can help clarify which knowledge areas are most important to stakeholders on a project?

- A. a power/grid matrix
- B. a prioritization matrix
- ✓ C. an expectations management matrix
- D. a stakeholder management matrix