**Communications Management Plan Template**

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**Communication Management Plan**

**<Project Name>**

**Company Name**

**Street Address**

**City, State Zip Code**

**Date**

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# Introduction (Dale)

The purpose of the Communications Management Plan is to define the communication requirements for the project and how information will be distributed. The Communications Management Plan defines the following:

* What information will be communicated—to include the level of detail and format
* How the information will be communicated—in meetings, email, telephone, web portal, etc.
* When information will be distributed—the frequency of project communications both formal and informal
* Who is responsible for communicating project information
* Communication requirements for all project stakeholders
* What resources the project allocates for communication
* How any sensitive or confidential information is communicated and who must authorize this
* How changes in communication or the communication process are managed
* The flow of project communications
* Any constraints, internal or external, which affect project communications
* Any standard templates, formats, or documents the project must use for communicating
* An escalation process for resolving any communication-based conflicts or issues

# Communications Management Approach (Dale)

Approximately 80% of a Project Manager’s time is spent communicating. Think about it – as a Project Manager you are spending most of your time measuring and reporting on the performance of the project, composing and reading emails, conducting meetings, writing the project plan, meeting with team members, overseeing work being performed, meeting with clients over lunch and many more activities related to your projects.

You should give considerable thought to how you want to manage communications on this project. By having a solid communications management approach you’ll find that many project management problems can be avoided. In this section give an overview of your communications management approach.

# Communications Management Constraints

In the Barangay South Signal Village Web Application project, the Communication Management Constraints are essential in the project management plan for the entire project team, including the project sponsor. These constraints are crucial factors in the project management strategy, which applies to the whole project team, including the project sponsor.

By identifying and understanding the Communication Management Constraints, the project team may effectively establish the boundaries and limitations that may affect communication within the project. This understanding supports the team in developing appropriate approaches to manage possible difficulties and promote successful communication throughout the project lifecycle.

The constraints in communication management for the Barangay South Signal Village Web Application project may include the following:

1. **Technological limitations** - Technological limitations influence the communication process. For example, unreliable internet connections, outdated communication tools, or a lack of access to essential software can affect the communications between each project team.
2. **Time constraints** - Time-sensitive deliverables and deadlines are typical in projects, which can cause difficulties with communication. Limited time for meetings, decision-making, or delivering feedback might impact the overall communication flow.
3. **Limited access to some stakeholders** – Limited access to stakeholders can limit the success of project team communication, especially when reaching out to the project sponsor and organizing meetings ahead of time to assure everyone's availability.
4. **Confidentiality** - Communication within the Barangay South Signal Village Web Application project is made difficult by the requirement for confidentiality since some project-related material and information must be handled carefully and follow strict guidelines when provided to the team.

# Stakeholder Communication Requirements

The Stakeholder Communication Requirements play a crucial role in the Barangay South Signal Village Web Application project by defining the unique communication needs of all stakeholders and the project team. These criteria provide a way to recognize and respond to the various communication requirements of everyone involved, including stakeholders and the project team. An efficient communication process is essential to ensure that the project is on schedule, within budget, and effectively meets the expectations and satisfaction of the stakeholders. By recognizing and satisfying the stipulated needs for communication among stakeholders, the project team can actively manage expectations, establish trust, and promote collaboration.

The specific communication needs of stakeholders are described in this section of the Communications Management Plan, along with a strategy for addressing them throughout the project. The stakeholder communication requirements for the Barangay South Signal Village Web Application project would likely include the following:

1. **Project Updates** - Stakeholders should be provided with regular updates by the team to inform them of the project's progress, milestones, and any changes or issues encountered.
2. **Communication Channels** - Creating efficient communication channels, such as email, meetings, and collaboration tools, to ensure that information flows smoothly between the project team and stakeholders.
3. **Clarity of Information** - All project-related information should be delivered clearly and straightforwardly, eliminating technical jargon, and ensuring stakeholders easily comprehend the material.
4. **Stakeholder Involvement** - Engaging stakeholders in discussions, requesting their participation, and considering their views and recommendations throughout the project.
5. **Timeliness** - It is essential to keep stakeholders informed as soon as possible, especially regarding significant decision-making, risks, or changes in project plans.
6. **Transparency** – Transparent and open communication helps stakeholders create trust and credibility by providing information about the project's progress and the goals, objectives, and outcomes.
7. **Confidentiality** -Any sensitive or private information should be shared only with the appropriate parties and managed securely to maintain confidentiality.
8. **Conflict Resolution** - Creating methods to handle and facilitate disagreements or conflicts among parties.

# Roles (Cess)

**Project Sponsor**

The project sponsor is the champion of the project and has authorized the project by signing the project charter. This person is responsible for the funding of the project and is ultimately responsible for its success. Since the Project Sponsor is at the executive level communications should be presented in summary format unless the Project Sponsor requests more detailed communications.

**Program Manager**

The Program Manager oversees the project at the portfolio level and owns most of the resources assigned to the project. The Program Manager is responsible for overall program costs and profitability as such they require more detailed communications than the Project Sponsor.

**Key Stakeholders**

Normally Stakeholders includes all individuals and organizations who are impacted by the project. For this project we are defining a subset of the stakeholders as Key Stakeholders. These are the stakeholders with whom we need to communicate with and are not included in the other roles defined in this section. The Key Stakeholders includes executive management with an interest in the project and key users identified for participation in the project.

**Change Control Board**

The Change Control Board is a designated group which is reviews technical specifications and authorizes changes within the organizations infrastructure. Technical design documents, user impact analysis and implementation strategies are typical of the types of communication this group requires.

**Customer**

You should identify the customer if the project is the result of a solicitation. In such a case, the customer will be involved in reviewing prototypes, approval of designs and implementation stages and acceptance of the final project the project generates.

**Project Manager**

The Project Manager has overall responsibility for the execution of the project. The Project Manager manages day to day resources, provides project guidance and monitors and reports on the projects metrics as defined in the Project Management Plan. As the person responsible for the execution of the project, the Project Manager is the primary communicator for the project distributing information according to this Communications Management Plan.

**Project Team**

The Project Team is comprised of all persons who have a role performing work on the project. The project team needs to have a clear understanding of the work to be completed and the framework in which the project is to be executed. Since the Project Team is responsible for completing the work for the project they played a key role in creating the Project Plan including defining its schedule and work packages. The Project Team requires a detailed level of communications which is achieved through day to day interactions with the Project Manager and other team members along with weekly team meetings.

**Steering Committee**

The Steering Committee includes management representing the departments which make up the organization. The Steering Committee provides strategic oversight for changes which impact the overall organization. The purpose of the Steering Committee is to ensure that changes within the organization are effected in such a way that it benefits the organization as a whole. The Steering Committee requires communication on matters which will change the scope of the project and its deliverables.

**Technical Lead**

The Technical Lead is a person on the Project Team who is designated to be responsible for ensuring that all technical aspects of the project are addressed and that the project is implemented in a technically sound manner. The Technical Lead is responsible for all technical designs, overseeing the implementation of the designs and developing as-build documentation. The Technical Lead requires close communications with the Project Manager and the Project Team.

# Project Team Directory (Cess)

The following table presents contact information for all persons identified in this communications management plan. The email addresses and phone numbers in this table will be used to communicate with these people.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Organization/ Department** | **Email** | **Phone** |
| **Project Sponsor** | 1. White | VP of Technology | IT | [a.white@abc.com](mailto:a.white@abc.com) | (555) 555-1212 |
| **Program Manager** | 1. Brown | PMO Manager | PMO | [b.brown@abc.com](mailto:b.brown@abc.com) | (555) 555-1313 |
| **Project Manager** | 1. Black | Project Manager | PMO | [c.black@abc.com](mailto:c.black@abc.com) | (555) 555-1414 |
| **Project Stakeholders** | See Stakeholder Register | See Stakeholder Register | See Stakeholder Register | See Stakeholder Register | See Stakeholder Register |
| **Customer** | J. Doe XYZ Corp | Manager | IT | [J.Doe@xyz.com](mailto:J.Doe@xyz.com) | (615) 555-8121 |
| **Project Team** |  |  |  |  |  |
| **Technical Lead** |  |  |  |  |  |
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# Communication Methods and Technologies (Carl)

Many times, the methods and technologies used to communicate are just as important of a consideration as the information being communicated. Imagine a large project with many stakeholders who all have different technological capabilities. Some may have access to a share drive while others do not. Some may have access to video teleconferencing and others only have telephone and email capabilities. In order to be effective, project information must be communicated to everyone involved by some method using available technology. Determining communication methods and what technologies are available should be part of determining stakeholder communication requirements.

# Communications Matrix (Carl)

The following table identifies the communications requirements for this project.

# Communication Flowchart (Kins)

Flowcharts provide a visual representation of a process or processes which often allow a better understanding of how the process is intended to work. Project communications may be extremely complex depending on the size and scope of the project and the number of stakeholders. A flowchart provides all stakeholders with a better understanding of the steps involved with the distribution of all project communications.

# Guidelines for Meetings (Kins)

**Meeting Agenda** dictates the things to be discussed and issues that need to be resolved such as changes within the project and risk mitigation procedures that need the approval of the project sponsor.

**Minutes of the Meeting** serve as the written record of everything that was discussed during the meeting session with both the team and the project sponsor.

**Meeting Chairperson** is responsible for mediating the meeting session. The chairperson starts the meeting by identifying the meeting agendas as well as distributing the minutes of the meeting. The designated chairperson must be familiar with all project details and motivated or interested in the initiative.

# Communication Standards (Rark)

Standardization is a proven way to simplify the complexities of project management communications. Many organizations develop and use standard templates or formats for the various communication tools used throughout projects. Standard templates and formats may be applied to certain types of project meetings or specific types of communication (i.e. emails, status reports, etc.). By using standardization, organizations can help ensure that its project teams and stakeholders have a thorough understanding of what is expected and achieve consistent and effective communications.

In addition to standard templates and/or formats, organizations may standardize file naming or sharing conventions. An organization may use SharePoint or some other type of Web Portal/Network tool (blogs, message boards, etc.) as a standard platform from which to share information and communicate. Additionally, an organization may have standard file naming conventions for their stored data on their internal share drives. Many of these tools and new technologies are used in today’s projects with team members and stakeholders often spread over wide geographic areas. Standardization provides a level of simplicity to an organization’s communication platforms and improves effectiveness and efficiency.

# Communication Escalation Process (Rark)

As issues or complications arise with regards to project communications it may become necessary to escalate the issue if a resolution cannot be achieved within the project team. Project stakeholders may have many different conflicting interests in a given project. While escalations are a normal part of project management, there must be a documented process that defines how those escalations will take place.

# Glossary of Communication Terminology (All)

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Sponsor Acceptance

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>

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