**Communication Management Plan**

**6.1 Purpose**

To define the communication channels, frequency, and audiences to ensure effective and timely dissemination of project information.

**6.2 Communication Objectives**

* Keep all stakeholders informed of project progress, issues, and changes.
* Facilitate two-way communication for feedback and decision-making.
* Ensure transparency and alignment with project goals.

**6.3 Stakeholder Communication Matrix**

| **Audience** | **Information Type** | **Communication Method** | **Frequency** | **Owner** |
| --- | --- | --- | --- | --- |
| Project Sponsor | Progress reports, risks | Email, formal reports | Bi-weekly | Project Manager |
| Steering Committee | Status updates, escalations | Meetings, reports | Monthly | Project Manager |
| Project Team | Task updates, meetings | Meetings, collaboration tools | Weekly | Project Manager |
| Field Operations Team | Training info, deployment updates | Workshops, newsletters | Monthly | Business Analyst |
| Donor Agencies | Compliance reports, progress | Email, presentations | Monthly | Project Sponsor |
| End Users/Beneficiaries | System updates, training | Community meetings, email | Quarterly | Field Team Lead |

**6.4 Communication Channels**

* Email
* Project Management Software (e.g., MS Project, Jira)
* Video Conferencing (Zoom, Teams)
* In-person/Virtual Meetings
* Newsletters and Reports
* Collaboration Platforms (Slack, MS Teams)

**6.5 Escalation Process**

* Issues unresolved within project team escalate to Project Manager.
* Critical risks and scope changes escalate to Steering Committee.
* lated processes and decisions.