

Module 5 Case Study: Communications

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Communications Media

The first communication media in which I believe would be useful for getting more support from the HR department is an online chatbot. This media has the potential to fill in as that important HR department role within the project, acting as a sort of personal assistant. Also, an assigned Facebook page is another form of communications media that could be deployed. This method could allow employees to join an HR related page and be provided with two way communication. Furthermore, many important items could be shared within the page including policies, changes, updated strategies, and much more. A third communications media is an online portal, such as workday. This portal could allow employees to have access to many important features such as career progression and personal information or notices.

Communications Management Plan**Communication Goals**

Increase support from HR.

Address important challenges that are being faced.

Efficiently communicate project reports.

Store information being generated appropriately.

Purpose

The main reason for communication management is to accurately categorize ways of passing information to team members and players including outside project stakeholders and external parties.

Stakeholder Information

Person	Role Title	Frequency	Format
Tony	Project Manager	Weekly	Creating CMP
Patrick	Programmer/Analyst	Daily	Occupied by project with the skills to work accordingly
Nancy	Business Analyst	Weekly	Provides business invisions for project
Bonnie	Programmer/Analyst	Daily	Contribute proficiency and lessons learned accurately
HR	Department	Weekly	Support the project

Timescale

Communication will be put into effect immediately and must also be maintained occasionally throughout the progress of the project. Communication activities will be completed in alignment with major milestones and deliverables within the plan.

Resources

HR will be a significant contributor to the communications plan. Specifically, HR will contribute to the project manager, core project team, key stakeholders, and IT staff. Support regarding wider project communications will be provided through the project staff and the communications staff within the project.

Weekly Progress Report

Project Name	Recreation and Wellness Intranet Project
Project Team	Team MYH
Project Manager	Ben Hanson
Documentation	Tony Prince
Date	03/15/21-03/22/21
Status Overview	Stakeholder Analysis is completed with a comprehensive checklist of identities, roles, and impact to the project. Also, Stakeholder management strategies are created, providing emphasis on reaching a common ground and mutual understanding.
Next Step Planned	Stakeholder conduct meetings, sign off reports, reviews, comment gathering, and change order.
Issues	Information is missing regarding the global run under a subsidiary managed by a sister company. Need to gain approval from that branch

	to receive further information.
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The hard-to-work-with user.

There are several important approaches to working with the hard-to-work-with user. Since this worker is stated as being extremely vocal and rarely lets other workers get in a word during a meeting, this individual is likely an extrovert. One approach is to address the challenges that this worker brings to the team. In this approach, managers should sit down with the worker and have a discussion regarding their personality type and the challenges in which it brings forward to the team and other workers. They should also be made aware of the difficulty levels that others are being faced with, as a result of this worker. Since this worker is very full of energy, it can oftentimes have a draining effect on other workers, especially introverts. This approach should really focus on creating appropriate times to lower their energy levels. In this approach, by showing the employee that their high energy levels can create tension within the team, they will be provided with the chance to build deeper relationships with other workers.

Another approach for working with the hard-to-work-with user is idea-sharing. Since this worker is very high energy, one thing that the team would not benefit from is shutting out this user's ideas. Dimming this workers energy during certain times can be very helpful to others and allow team members to provide their worn thoughts and ideas. However, not allowing this user to share their opinions at all could be very detrimental. To solve this issue, more and more new opportunities for idea-sharing should be created. Spontaneous discussions in new places and situations could be a great way to let this user shine. Furthermore, this could provide them with more time to share, meaning that in other meetings, other workers will have the chance to

share more than before. Furthermore, this approach could also lead to new ideas and solutions from this user and others. This will allow for users to bounce ideas off of each other while developing innovative solutions.