[6 Communication Technologies – Project Management for Instructional Designers (pm4id.org)](https://pm4id.org/chapter/6-communication-technologies/)

Almost by definition, projects require teamwork, and team members must communicate with each other for a variety of reasons and by a number of possible methods. For instance, team members frequently need to update each other on their progress and may employ such means of communication as email, project management software, or social media. Available technology can greatly facilitate such tasks and assure timely and accurate communication between team members.

Such technologies include:

* Communication technologies
  + Email
  + Short Message Services (SMS), commonly referred to as texting
  + Video conferencing and chat services, like Skype
  + Blogs and wikis, like WordPress and Mediawiki
  + Microblogging services like TwitterDocument and calendar sharing services like Google Docs
  + Postal and shipping services
* Desktop software tools
  + Microsoft Office or Open Office Suite
  + Visual design and mockup software like Balsamiq
  + Project management software like Microsoft Project or OpenProject

Choosing which communication resource(s) to use on any given project is a critical decision and should be driven by the needs of the project. Generally speaking, simple projects will require fewer communication resources, while larger, multifaceted projects may require more specialized or complex tools and software.

Other site

[Best practices for project communication in Project Online (microsoft.com)](https://support.microsoft.com/en-us/office/best-practices-for-project-communication-in-project-online-cbac57bb-3420-4108-875f-8ba8ddbfed5e)

What technology will be used to exchange information?

Understand the organization’s technology resources available to you and your stakeholders. Periodic face-to-face meetings and exchanging information by email are often the norm. But meeting with a tool like Skype for Business might be essential for geographically dispersed stakeholders and can include audio, video, screen-sharing, and a virtual whiteboard. Instant messaging (IM) can be more immediate and to the point than email, and can help stakeholders more quickly get the information they need. With a tool like Yammer, your team can connect with each other in a private social network. You can share information, chat about process, solve problems, and make decisions.

Whatever you decide, try to use the technology tools that everyone is comfortable with. But don’t be reluctant to try a new technology if it fits the needs of the project and the team, or to return to an “old-fashioned” method of communication if that’s best. The point is to facilitate better collaboration in your project team.