Communication Management Approach

Document Information

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Approval

Date	Name and Signature

Communication Management Approach

Notes

The Approach

Procedure:	Meetings, Email and Hardcopy of documents, Presentation/ demonstrations, announcements. Intranet portal site, Chat within the application for users.
Timing:	Meetings: Once a week, Via Email or Hardcopy/ intranet portal site : Daily bases, Presentation/ demonstrations: Regularly scheduled as needed, Announcements: once every update.
Tools:	Meeting: Mostly on white board, Emails: Outlook, Presentation/ demonstrations: Microsoft PowerPoint, videos (adobe premiere pro), Announcements: WhatsApp (online meetings at Microsoft teams). We will have a WhatsApp group Intranet portal site: Microsoft SharePoint. Chat in application: we will use some third part like Zendesk or huddle to make a portal for our users to keep in touch and to get feedbacks.
Records:	Project plans and brief, risk management approaches, business case, feedbacks, project progress. Everything will be saved in form of soft copy on email and a google drive so it can be excessed by all the members. Which will be cc every time we will share anything. At end of every day, we will make a brief summary of progress and email that document to our members to keep everyone updated and in few cases, we will also keep hardcopies of records. Reviews from users on apple store and Play stores ; keep their review feedback in form of graphs and comments along with those graphs.
Reports:	Collecting, analyzing and distributing performance information to compare the baseline and actual data for the purpose of communicating the project progress and performance and forecasting the project results. Simple and detailed reports created and submitted, analysis of figures, status of risks and issues, work completed or not completed; summary of changes applied etc. And for communication performance we will add a review feedback for user after every communication they make: can rate it from 5.In case of low rating they will be asked about why they rated it less.
Responsibilities:	Briefing others as needed, debrief your actions, communicate hazard to others, acknowledging messages, asking if other are fully updated, preparing detailed reports and giving feedbacks, press releases, and marketing materials, develop

and implement effective communication strategies that build customer loyalty programs, brand awareness and customer satisfaction.

Communication Plan

Communication plan, including the stakeholder list and their communication plan is available in the Communication Plan template.

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