**X. Communication Plan**

**X.1 Overview**

Project communication plan is a part of the overall project plan, which is very important and often overlooked. Understanding the organizational structure and doing stakeholder analysis are the most important aspects of developing a project communication plan. There are many forms of communication in the project, usually divided into written and oral forms.

**X.2 Communications Tools and Skills**

Communication tools:

Conferences, face-to-face conversation, online meeting, telephone, Email, websites and other technologies.

Communication skills [1]:

1. Listen actively. Interact with the speaker and summarize the conversation to ensure an effective exchange of information.

2. Understand cultural and personal differences. Promote team awareness of cultural and personal differences to reduce misunderstandings and improve communication skills.

3. Identify, set and manage stakeholder expectations. In consultation with interested parties, reduce conflicting expectations in interested parties' communities.

4. Involve interested parties in project meetings. Project meetings should be attended by stakeholders from outside the project and even, where appropriate, outside the organization.

TABLE X.1 COMMUNICATIONS PLAN

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| --- | --- | --- | --- | --- |
| Communication Type | Receive | Owner | Medium | Content |
| Daily Report | Team Leaders | External implementation team | Email, websites | The process of a particular project |
| Weekly Report | Sponsor, UNSW student development managers | Team Leaders | Face-to-face/online meeting | The process of the whole project |
| Monthly Report | Sponsor, UNSW student development managers | Team Leaders | Email | The process of the whole project |
| Public Report | UNSW Students | Sponsor, UNSW student development managers | social media, website | The process of the whole project |
| Emergency | Sponsor, UNSW student development managers | Incident Leader | Telephone, face-to-face/online meeting | possible problems and solutions |
| Milestone Event | The public | UNSW publicity managers | Social media, website | The phased progress of the project |

Reference

[1] Project Management Institute. (2017). A guide to the Project Management Body of Knowledge (PMBOK guide) (6th ed.). 10.2.2. Project Management Institute.