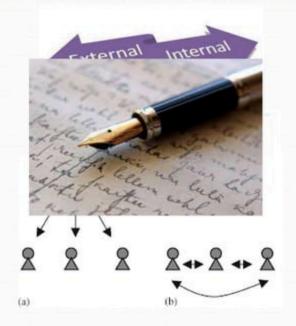
# Communication Management



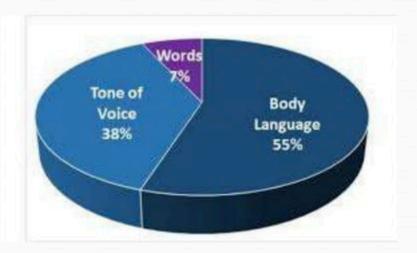
Dr. Mostafa Elgamala PMP-ITIL-IBDL-LDP8 RHCE-MCSA-CCNA/CCAI-CSCU

### **Communication considerations**

- Internal vs. external
- Formal vs. informal
- Vertical vs. horizontal
- Written vs. oral
- Official vs. unofficial



Verbal vs. nonverbal.

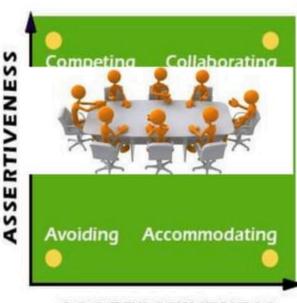


## Communication skills

- Listening actively
- Questioning
- Presentation skills



- Coaching
- Negotiation
- Resolving conflict
- Interviewing management
- Meeting management



COOPERATIVENESS

### **Project communications management**



## Plan communication management

 Plan for project communications based on stakeholder's information needs.



 Identifies and documents the approach to communicate most effectively and efficiently.  Efficient communication providing only the needed information.

#### Effective communication

- Information in the right format,
- at the right time,
- to the right audience.

#### Inputs

- Project management plan
- Stakeholder register
- EEF
- OPA

# Tools & techniques

- Communication requirements analysis
- Communication technology
- Communication methods
- Meetings

#### Outputs

- Communication management plan
- Project documents update

# **Tools & techniques**



- Communication requirements analysis:
  - Who need to know what ?
  - Type & format & time of information needed.
  - No of channels = n(n-1)/2

#### Communication technology :

Method used to transfer information among project stakeholders, depends factors:

- Urgency of the need for information
- Availability of technology
- Ease of use
- Sensitivity of information

#### Communication blockers

- Negative statements
- Language
- Culture diversity
- Distance



- Feedback types:
  - Positive feedback
  - Negative feedback
  - Constructive feedback



- Communication methods:
  - Interactive communication (most effective)
    - · Meeting, video conference, phone calls
  - Push communication (send & forget)
    - Letter, e-mails, faxes
  - Pull communication
    - Internet sites.



| Communication method | When used                                   |
|----------------------|---|
| Formal written       | Complex problem, plans, charters, contracts |
| Formal verbal        | Presentations                               |
| Informal written     | Email                                       |
| Informal verbal      | Meeting, conversation                       |

#### Meetings



- Why meetings?
  - Team work spirit
  - Conflict resolution
  - Coordination between activities
  - Experience transfer
  - Consensus in decisions

## Effective meeting

- Goal determination
- Meeting agenda preparation
- Meeting tools preparation
- Choose & communicate date/time/duration/people
- Participant identification
- Focus on topics
- On time
- Choose coordinator
- Meeting minutes/action plan distribution

# Meeting members

- Director
- Coordinator
- Registrar/Editor
- Participants



## **Outputs**

- Communication management plan :
  - Information needed
  - Time of communication
  - Method of communication
  - Format
  - Person or group who will receive the information
- Project Documents Updates

Manage Communications

 Creating, collecting, distributing, storing, retrieving, and the disposition of information.

#### Inputs

- Communications management plan
- Work performance reports
- · EEF
- OPA

# Tools & techniques

- Communication technology
- Communication methods
- Information management systems
- Performance reporting

#### **Outputs**

- Project communications
- Project management plan updates
- Project documents updates
- Organizational process assets updates

## Input

- Communications management plan
- Work performance reports: facilitate discussion and to create communications.
- EEF
- OPA

## Report types

- Earned value: Assess project performance
- Lesson learned: Used for future projects
- Forecasting: Predicts future project performance
- Trend: Examine project result over time
- Status: Describe the current status of the project

## Tools & techniques

- Communication technology
- Communication methods
- Performance reporting
- Information management systems

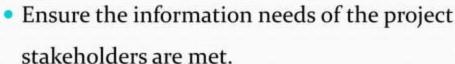
## Output

- Project Communications:
- Required activities for information to be created, distributed, received, acknowledged, and understood, include:
  - Performance reports,
  - Deliverables status,
  - Schedule progress,
  - Cost.



- Project Management Plan Updates:
  - Project baselines,
  - Communications management plan,
  - Stakeholder management.
- Project Documents Updates:
  - Issue log,
  - Project schedule.
- OPA updates

## **Control Communications**





 Ensures an optimal information flow among all communication participants.

#### Inputs

- Project management plan
- Project communications
- Issue log
- Work performance data
- Organizational process assets

# Tools & techniques

- Information management systems
- Expert judgment
- Meetings

#### Outputs

- Work performance information
- Change requests
- Project management plan updates
- Project documents updates
- Organizational process assets updates

# Thanks