# LESSON LEARNED REPORT

## 10.3 Communications Management **[Ang Chee Siah, TP038259]**

**INTRODUCTION**

In an undergoing project, communications management is a vital element to ensure that information is effectively delivered to and received from every departments of the project team. This element of project management includes roles in managing effective meetings between teams, forming an efficient communication means for all departments, applying appropriate technology usages for ease of interaction, and providing sufficient templates for formal communication methods.

In general, there are 3 processes involved in a project’s communications management: **planning**, **managing**, and **controlling**.

**Issues Involved**

*(table of issues on communications element)*

**PLAN COMMUNICATIONS MANAGEMENT**

In this stage, all stakeholder’s needs on information and communications are all identified.

Communication Requirements Analysis

Communication Roles and Responsibilities

Communication Management Plan Template

Communication Technology

Communication Models

Communication Method

Communication Matrix

Input:

1. Project management plan
2. Stakeholder register
3. Enterprise environmental factors
4. Organizational process assets

Tools & Techniques:

1. Communication requirements analysis
2. Communication technology
3. Communication models
4. Communication methods
5. meetings

Outputs:

1. communications management plan
2. project documents updates

**MANAGE COMMUNICATIONS**

Based on the communications plan created from the planning stage, the managing stage would focus on creating and distributing the proposed communication means to the desired project teams.

Performance Reporting

Status Report

Progress Report

Forecast Report

Input:

1. communication management plan
2. work performance reports
3. enterprise environmental factors
4. organizational process assets

Tools & Techniques:

1. communication technology
2. communication models
3. communication methods
4. information management systems
5. performance reporting

Outputs:

1. project communications
2. project management plan updates
3. project documents updates
4. organizational process assets updates

**CONTROL COMMUNICATIONS**

After the communication methods have been implemented, the communication process in the project team would be constantly monitored and controlled to ensure that the requirements from the communications management plan are met.

Issue Log

Sample Issue Log

Inputs:

1. Project management plan
2. Project communications
3. Issue log
4. Work performance data
5. Organizational process assets

Tools & Techniques:

1. Information management systems
2. Expert judgement
3. meetings

Outputs:

1. work performance information
2. change requests
3. project management plan updates
4. project documents updates
5. organizational process assets updates

**CONCLUSION**