**Communications Management Plan Template**

This Communications Management Plan Template is free for you to copy and use on your project

and within your organization. We hope that you find this template useful and

welcome your comments. Public distribution of this document is only permitted

from the Project Management Docs official website at:

[ProjectManagementDocs.com](http://www.projectmanagementdocs.com/)

**Communication Management Plan**

**SmartBooks: Optimizing Book and eBook Acquisition and Utilization in Asia Pacific College Library**

**Asia Pacific College**

**3 Humabon, Makati, 1232 Kalakhang Maynila**

**June, 2023**

**Table of Contents**

[Introduction 3](#_Toc339366622)

[Communications Management Approach 3](#_Toc339366623)

[Communications Management Constraints 4](#_Toc339366624)

[Stakeholder Communication Requirements 5](#_Toc339366625)

[Roles 6](#_Toc339366626)

[Project Team Directory 7](#_Toc339366627)

[Communication Methods and Technologies 8](#_Toc339366628)

[Communications Matrix 10](#_Toc339366629)

[Communication Flowchart 11](#_Toc339366630)

[Guidelines for Meetings 11](#_Toc339366631)

[Communication Standards 13](#_Toc339366632)

[Communication Escalation Process 14](#_Toc339366633)

[Glossary of Communication Terminology 15](#_Toc339366634)

# Introduction

The Communication Management Plan for the SmartBooks project ensures effective communication with stakeholders. It emphasizes clear and concise messaging, regular updates, and two-way communication. We use various channels to accommodate different preferences and encourage stakeholder engagement. The plan includes an escalation process for any communication challenges and maintains documentation for accountability. By following this plan, the project aims to foster efficient and transparent communication, keeping stakeholders informed and involved throughout the project.

# Communications Management Approach

The communication management approach for the SmartBooks project focuses on keeping stakeholders well-informed and engaged throughout the project. We will use clear and simple language to ensure everyone, including high school students, can easily understand the information shared. Regular updates will be provided through various channels like meetings, emails, and online discussions. We encourage two-way communication, allowing stakeholders to ask questions, provide feedback, and express concerns. We will actively listen to their input and respond promptly.

In addition, Stakeholder engagement is important to us, and we will involve them in decision-making processes through workshops and focus groups. If any communication issues arise, we have a clear escalation process in place to address them promptly. All communication activities will be well-documented to ensure accountability and provide a reference for future use. Our goal is to foster effective communication, promote stakeholder involvement, and ensure that everyone remains aligned and informed throughout the SmartBooks project.

# Communications Management Constraints

Communication Management Constraints for the SmartBooks Project:

* **Budget:** The project's communication activities will need to operate within the allocated budget. This means that we must be mindful of the costs associated with communication tools, channels, and resources. We will prioritize cost-effective communication methods while ensuring effective stakeholder engagement.
* **Time:** The project has a specific timeline that needs to be followed. This requires us to manage communication activities efficiently within the given time constraints. We will establish clear timelines for communication tasks, prioritize critical messages, and ensure timely responses to stakeholder inquiries or feedback.
* **Technology:** The project's communication will be influenced by the available technology and tools. We will work within the technological capabilities and limitations of the organization to select appropriate communication channels and platforms. We will also consider the accessibility and usability of chosen tools to ensure effective communication with stakeholders.
* **Staffing:** The availability and expertise of project team members will impact communication management. We will need to ensure that team members responsible for communication have the necessary skills and knowledge. Additionally, we will consider potential limitations in staff availability and workload to appropriately plan and allocate communication responsibilities.

# Stakeholder Communication Requirements

To ensure the success of the SmartBooks Project, effective communication with stakeholders is essential. This includes keeping the library staff informed about project progress, training sessions, and any changes to their workflow. Students should be informed about the new system, resources available, and any disruptions. Regular updates and feedback mechanisms will engage stakeholders and align their expectations with project goals.

# Roles

1. **Project Sponsor:** The project sponsor, Mr. Jojo Castillio, provides support, resources, and funding for the project. They guide decision-making and oversee project progress and outcomes.
2. **Project Manager:** The project manager oversees the entire project, sets objectives, assigns tasks, and monitors progress. They facilitate communication, ensure timely delivery, and report project status.
3. **System Developer:** System developers design, develop, and implement the automated library management system. They code software components, conduct testing, and provide support during implementation.
4. **Data Analyst:** The data analyst analyzes usage data, reviews, and metrics. They collect, analyze, and validate data, generate reports, and provide recommendations for improvement.

# Project Team Directory

The following table presents contact information for all persons identified in this communications management plan. The email addresses and phone numbers in this table will be used to communicate with these people.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Organization/ Department** | **Email** | **Phone** |
| Project Sponsor | Mr. Jojo Castillo | Executive Director for Technical Services | TSO | jojoc@apc.edu.ph | (555) 555-1212 |
| Project Member | Sim Paul Palacio | Project Manager | PMO | snpalacio@student.apc.edu.ph | (555) 555-1313 |
| Project Member | Sim Paul Palacio II | System Developer | IT | snpalacio@student.apc.edu.ph | (555) 555-1414 |
| Project Member | Sim Paul Palacio III | Data Analyst | IT | snpalacio@student.apc.edu.ph | (555) 555-1414 |

# Communication Methods and Technologies

By utilizing these communication channels, including face-to-face meetings, email, online discussions, and Microsoft Teams, we ensure effective and efficient communication within the SmartBooks project team and with stakeholders.

1. **Meetings and Workshops:** Regular face-to-face meetings and workshops will be conducted to discuss project progress, share updates, and address any questions or concerns. These sessions provide an opportunity for interactive discussions and collaborative decision-making.
2. **Email:** Email will be the primary mode of communication for written correspondence, sharing documents, and providing detailed information to stakeholders. It ensures efficient and documented communication, allowing important messages and attachments to be effectively conveyed.
3. **Microsoft Teams:** Microsoft Teams will be utilized for quick and informal communication among team members. It allows for rapid information exchange, collaboration on smaller tasks, and real-time problem-solving. It serves as a convenient platform for quick updates and direct communication within the teams.

# Communications Matrix

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Communication** | **Purpose** | **Medium** | **Frequency** | **Audience** |
| Project Updates | Share project progress and key information | Face-to-face | Weekly | Project Team, Stakeholders |
| Information | Disseminate important updates and announcements | Email | As needed | Project Team, Stakeholders |
| Informal | Quick and informal communication | Microsoft Teams | Ongoing | Project Team |

# Communication Flowchart

A picture containing text, screenshot, diagram, circle

Description automatically generated

# Guidelines for Meetings

By following these meeting guidelines, the SmartBooks project team can ensure productive and effective discussions, facilitate decision-making, and keep everyone aligned and informed throughout the project lifecycle. Guidelines for SmartBooks Project Meetings:

1. **Purpose and Agenda:** Have a clear meeting purpose and agenda, and share it in advance.
2. **Time Management:** Start and end meetings on time, and stick to the schedule.
3. **Participation and Engagement**: Encourage everyone to participate and share ideas openly.
4. **Roles and Responsibilities:** Assign roles like facilitator, note-taker, and timekeeper.
5. **Decision-Making:** Involve stakeholders in decisions and document them.
6. **Documentation:** Take notes and share meeting minutes afterwards.
7. **Follow-Up:** Ensure tasks are assigned, deadlines are set, and progress is tracked.
8. **Evaluation and Improvement:** Gather feedback to improve future meetings.

# Communication Standards

Communication Standard in a Communication Management Plan refers to the established guidelines and expectations for communication practices within a project. It outlines the agreed-upon norms and protocols that team members should follow to ensure effective and consistent communication. Communication Standards for the SmartBooks Project:

* **Language and Tone:** Use clear and respectful language in all project communications to ensure understanding and maintain a consistent tone throughout.
* **Formatting and Documentation:** Establish guidelines for document formatting, including headings, fonts, spacing, and referencing. This promotes consistency and organization in written communications.
* **Communication Channels:** Determine the appropriate communication channels for different types of messages or situations. Specify when to use email, meetings, online platforms, or other specific channels to ensure effective information sharing.
* **Stakeholder Communication:** Develop an approach for engaging and communicating with project stakeholders. Define the frequency, content, and methods of communication tailored to the specific needs and preferences of different stakeholder groups.

# Communication Escalation Process

By following this communication escalation process, we aim to address any communication problems effectively and ensure that concerns are heard and resolved in a timely manner.Communication Escalation Process for SmartBooks Project:

1. **Open Communication:** We encourage everyone to communicate openly and honestly about any concerns or issues they may have regarding the project.
2. **First Level:** If there are communication challenges or unresolved issues, participants can escalate them to their immediate supervisor or project manager.
3. **Second Level:** If the matter remains unresolved, it can be escalated to higher levels of management or key stakeholders who have the authority to address the issue.
4. **Resolution:** The escalated issue will be thoroughly reviewed and promptly addressed to find a suitable resolution that benefits the project and stakeholders.
5. **Documentation:** All communication escalations and their resolutions will be documented to ensure transparency, accountability, and future learning.

# Glossary of Communication Terminology

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Stakeholder | Individuals or groups who have an interest or involvement in the project |
| Project Manager | The person responsible for planning, executing, and managing the project |
| takeholder Engagement | The process of involving stakeholders in project activities and decision-making |
| Communication Channel | The medium or method used to convey information (e.g., email, meetings) |
| Meeting | A scheduled gathering where participants discuss project-related matters |
| Agenda | A list of topics or items to be discussed during a meeting |
| Minutes | A written record of meeting discussions, decisions, and action items |
| Escalation | The process of raising an issue or concern to higher levels of authority |
| Resolution | Finding a solution or outcome to address a problem or issue |
| Documentation | The process of recording and maintaining project-related information |
| Feedback | Input, comments, or suggestions provided by stakeholders for improvement |
| Transparency | Openness and clarity in communication, ensuring information is readily available |
| Accountability | Taking responsibility for actions and delivering on commitments |

Sponsor Acceptance

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>

This free Project Communications Management Plan Template is brought to you by [www.ProjectManagementDocs.com](http://www.ProjectManagementDocs.com)