In chapter 9 and 10 we cover Human Resource management and Communications management. I have outlined some of the key topics you should cover in your studies. This list is by no means comprehensive for the quiz or the final exam, but a good starting point.

Many of these topics were covered in the lecture, but others were not. The exam will include topics from both the lecture and the reading.

Chapter 9

* The 4 project management process within the Project Human Resources Management process group, their inputs, tools, and outputs
* Human Resource Management Plan
* Hierarchical- type charts (org charts)
* Organizational Breakdown Structure (OBS)
* RACI (or RASCI)
* Text oriented format (job descriptions)
* Networking
* Pre-assignment
* Negotiation
* Acquisition
* Virtual teams
* Multi-criteria decision analysis
* Team building
* Tuckman’s 5 stages of team development
* Ground rules
* Project roles
* Kick off meetings
* 5 conflict management techniques
* Team building

Chapter 10

* The 3 project management process within the Project Communications Management process group, their inputs, tools, and outputs
* Performance reporting: content, channels, etc.