# Communication Methods Solution Document

## Introduction

Use this table to record your analysis and proposed solutions for addressing the project delay and communication breakdown. Ensure to fill in each section with detailed responses and actionable insights based on your understanding and learning from the scenario.

| **Steps** | **Solution** |
| --- | --- |
| **Step 1: Impact Analysis** |  |
| **Missed Expectations:** |  |
| Describe how the project delay has impacted stakeholder expectations and the overall project timeline. | Technical challenges faced by the development team. |
| **Resource Allocation:** |  |
| Analyze how the delay has affected resource planning and allocation for different teams or departments. | The team has been under-resourced, as external consultants were engaged for a length of time, which did not cover the delay. Some internal stakeholders who were resourced on the project were delayed in their delivery on the project due to the knock on effect. |
| **Customer Requirements:** |  |
| Assess the potential impact of the delay on customer satisfaction and trust in the project outcome. | Communication has been given to customers on a go live date. should this be delayed, it will lessen the levels of trust they have in the company / product |
| **Step 2: Impact of Lack of Communication** |  |
| Reflect on how the lack of transparency and communication breakdown influenced team dynamics and stakeholder relations. | Due to lack of communication and transparency, there is a blame culture which is impacting negatively. |
| **Step 3: Detailed Meeting Agenda** |  |
| **Opening Email:** |  |
| Draft an email addressing stakeholders about the project delay, emphasizing the importance of the upcoming meeting. | Dear Stakeholders,  I am writing to inform you about an unexpected delay in our project timeline. Despite our best efforts, we have encountered some unforeseen challenges that have impacted our progress. We are currently addressing these issues and are committed to minimizing further delays.  Key Points:  Cause of Delay:  New Timeline: We are working diligently to get back on track and will provide a revised timeline following our meeting (details below)  To discuss this matter in detail and outline our action plan moving forward, we have scheduled an important meeting on Monday at 9 am. Your presence and input are crucial as we navigate this situation and ensure the project’s successful completion.  Kind regards,  (NAME)  Project Lead |
| **Meeting Agenda:** | * Detailed explanation of the delay * Revised project timeline * Mitigation strategies * Q&A session |
| **Review of Milestone Delay:** |  |
| Summarize the reasons behind the delay and its effects on project milestones. | Technical challenges faced by the development team. The team did not have the right expertise on project allocation. |
| **Communication Breakdown:** |  |
| Propose strategies to improve communication and transparency in future project updates.Ensure that you ask for input from the team on these strategies. | Each team will submit a status report each week, including detail on potential risk / delay issues. |
| **Lessons Learned:** |  |
| Identify key insights and lessons from the delay experience. | Risk planning was not fully included in original project charter planning. |
| **Action Plan:** |  |
| Outline actionable steps to realign project timelines and resources based on the meeting discussions. | The project charter has been updated to manage risk, and included in weekly project communications |