

**Communication management plan**

Charity Second-hand Online Store

**Revised records**

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# Summary

The communication management plan describes how communication will be planned and executed to improve the effectiveness of communication. The plan includes the following information:

1. type of meeting
2. Method of Communication
3. Participants
4. Meeting summary

# Meet List

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Description | Frequency | Method |
| 1 | Team meeting | Weekly | WeChat |
| 2 | Advisor meeting | Weekly | Zoom |
| 3 | Client meeting | Weekly | WeChat |

## Team meeting

Meeting time: Saturday 10 AM -12 AM

Content: Discuss weekly work and track project progress.

Participants: all team numbers;

Communication method: Using WeChat to communicate

## Advisor meeting

Meeting time: Monday 11 AM -12 PM

Content: Report the project progress and review the project document.

Participants: Advisor and team number;

Communication method: ZOOM. 935-4876-5560

## Client meeting

Meeting time: Tuesday 11 AM -12 PM

Content: show project progress and report project work.

Participants: all team numbers and client;

Communication method: Using WeChat to communicate

# Meeting process:

1. The day before the meeting with customers and tutors, the meeting organizer will prepare the meeting agenda and share to the relevant meeting members.
2. During the meeting, the remaining issues of the previous meeting will be discussed firstly, and track the progress of the decisions of the previous meeting.
3. After the meeting, prepare the minutes. Send to relevant members and follow up the decision.

# Communication methods

1. WeChat or telephone communication is used within the project.
2. WeChat can be used to discuss requirements with customers, but email should be used for document delivery
3. Use email to communicate with our advisor and telephone to communicate in case of emergency