

## Module 2 Glossary: Effective Communications Building Blocks

Welcome! This alphabetized glossary contains many of the terms you'll find within this course. This comprehensive glossary also includes additional industry-recognized terms not used in course videos. These terms are important for you to recognize when working in the industry, participating in user groups, and participating in other certificate programs.

<b>Term</b>	<b>Definition</b>	<b>Video/Reading where the term is introduced</b>
<b>Active listening</b>	A communication technique that involves giving full attention to a speaker, avoiding distractions and interruptions, and using verbal and nonverbal cues to show engagement	Project Management Communication Skills
<b>Asynchronous communications</b>	A type of communication where there is a time lapse between when a message is sent, when it is received, and when it is responded to	Synchronous Vs Asynchronous Communications
<b>Browaeys and price cross-cultural communications model</b>	Divides communication into two components: frames of reference and communication or cultural blockers	Cross Cultural Communications and Communications Channels
<b>Business analyst</b>	The business analyst is responsible for analyzing the organization's needs and identifying areas where the project can help to meet those needs	Key Project Roles

<b>Communications channels</b>	The number of potential conversations that can occur among a team	Cross Cultural Communications and Communications Channels
<b>Communications medium</b>	A medium of communication is a channel, system, or device used to convey messages, information, or meaning from a sender to a receiver	Communication Mediums
<b>Core team</b>	The core team members are the individuals who are responsible for completing the project	Key Project Roles
<b>Effective conversation</b>	Effective communication is about understanding the emotion and intentions behind the information	Effective Conversations
<b>Emergenetics</b>	Emergenetics is a tool that helps individuals understand their thinking and behavioral preferences	Key Project Roles
<b>Failing fast</b>	"Failing fast" means identifying failures and problems as early as possible in a project or process so that you can quickly pivot and adjust the course	Introduction to Failing Fast
<b>Gulf of evaluation</b>	The difference between a system's response and the user's expectation	Effective Engagement
<b>Gulf of execution</b>	The gap between what the user wanted to accomplish and the results they achieved	Effective Engagement

<b>Insights</b>	Insights is a tool that helps individuals understand their communication style and how to communicate effectively with others	Key Project Roles
<b>Interpersonal communications</b>	The process of exchanging information, ideas, and emotions between two or more people	Project Management Communication Skills
<b>I-speak survey</b>	The I-speak survey is a tool that helps individuals understand their communication style by measuring four components: Thinker, Senser, Feeler, and Intuitor	Key Project Roles
<b>Manage communications</b>	The process of implementing the communications management plan to ensure timely delivery of communications	Project Communications Overview
<b>MBTI</b>	The Myers-Briggs Type Indicator (MBTI) is a personality assessment tool that helps individuals understand their preferences and tendencies	Key Project Roles
<b>Monitor communications</b>	The process of monitoring communications, updating the Communications Management Plan, and addressing communications issues	Project Communications Overview
<b>Oral communication</b>	The use of spoken language to convey information, ideas, and	Project Management Communication Skills

	opinions, which are direct, immediate, and personal	
<b>Plan communications</b>	The process of determining what project communication is required and developing a communications management plan	Project Communications Overview
<b>Product owner</b>	The product owner is responsible for defining the product vision and ensuring that it aligns with the organization's goals	Key Project Roles
<b>RACI</b>	A method of classifying stakeholder roles using <b>R</b> : Responsible, <b>A</b> : Accountable, <b>C</b> : Consult, and <b>I</b> : Inform	Project Role Identification using RACI
<b>Scrum master</b>	Responsible for ensuring that the development team follows the agile methodology and scrum framework	Key Project Roles
<b>Sponsor</b>	The sponsor is the person or group that provides the funding for the project	Key Project Roles
<b>Stakeholder engagement</b>	Stakeholder engagement is a process that organizations can follow in order to listen to, collaborate with, or inform existing stakeholders	Effective Engagement
<b>Stakeholder mapping</b>	A visual, four-quadrant power-interest matrix used to identify stakeholders and categorize them in	Effective Engagement

	terms of their power and interest in the project	
<b>Synchronous communications</b>	Refers to communication where you communicate with one or more people in real-time	Synchronous Vs Asynchronous Communications
<b>Tailoring</b>	The process of choosing and adapting processes, inputs, outputs, tools, techniques, and lifecycle phases of a project to fit the specific needs and conditions of the project	Effective Engagement
<b>Written communication</b>	The use of written language to document information, provide instructions, and communicate with people who are not in the same physical location	Project Management Communication Skills