Module 2 Summary: Effective Communications Building Blocks

Congratulations! You have completed this module. At this point in the course, you know:

- Planning is essential to have effective conversations. It will help you get the most out of your conversations. Effective conversations are important for the entire team. Project managers should continually remind the team of their importance from the beginning of the project until the end.

- Effective communication enables project managers to build trust, resolve conflicts, provide clear direction, and keep everyone aligned during the lifecycle of a project. Be it any form of communication, a project manager must learn to use clear and concise language and tailor conversation to different audiences.

- A project manager must possess and practice different skills to design and implement effective communication.

- Use synchronous communication for real-time conversations and asynchronous communication when the message needs to be carefully crafted when communicating with a larger group or if an immediate reply is not necessary.

- Communication mediums available to project managers include in-person, electronic messaging, virtual conferencing, and mobile phones. A project manager should assess the pros and cons of each medium and select the medium that best suits a scenario.

- Make sure to select the right communications medium and categorize stakeholders accurately. Different communication strategies must be implemented based on different power/interest scenarios. The gulf of execution and gulf of evaluation help understand the gaps in execution and measure the level of accomplishment. Effectively use communication channels and ensure the "grapevine" does not become the norm.

- Failing fast is an approach that can help turn projects from failure to success. A key strategy in this approach is to conduct lessons-learned meetings at the end of each phase and the project.