

EPIC

Effective Professional Inspiring Competent

Project Management

Fundamentals

Communication Management

Agenda

❖ Communication Management

❖ Process

❖ Plan

❖ Communication Model

❖ Types of Communication

❖ Information Radiators

Communication Management

Let's Communicate!

Split into 2 groups. Pick a Project Manager & 2 Team Leads.

All other team members will be blindfolded & guided through the maze by instructions from their leaders.

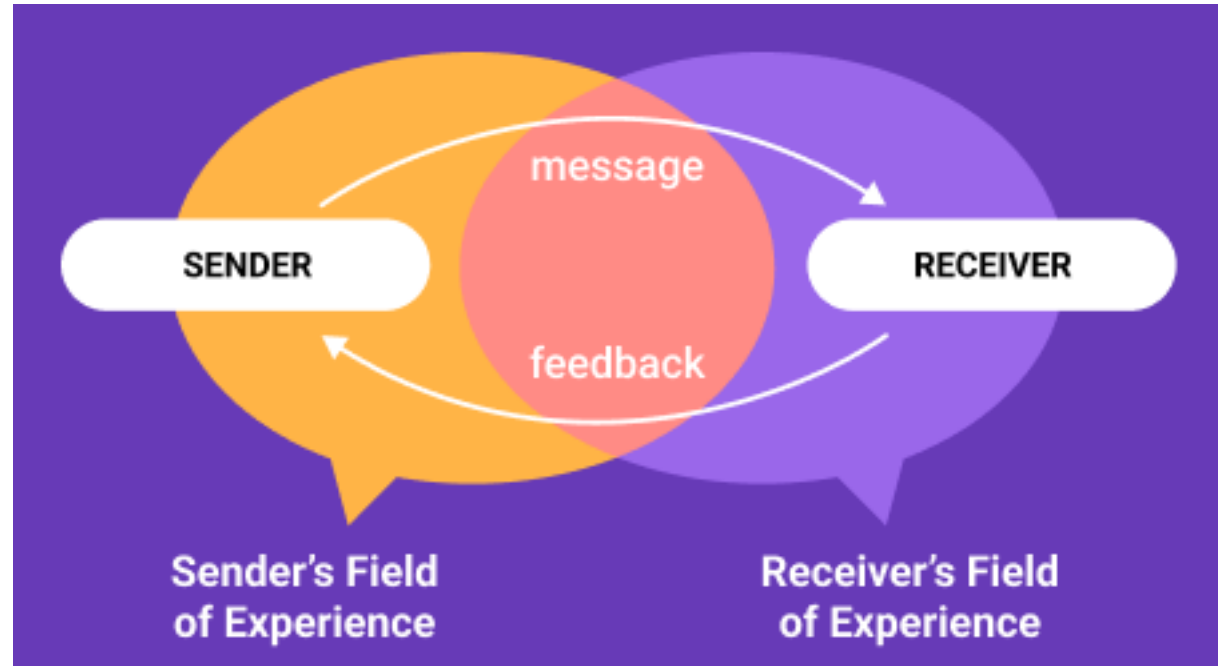


Let's watch a video...



<https://youtu.be/6TeOGJP5vGA>

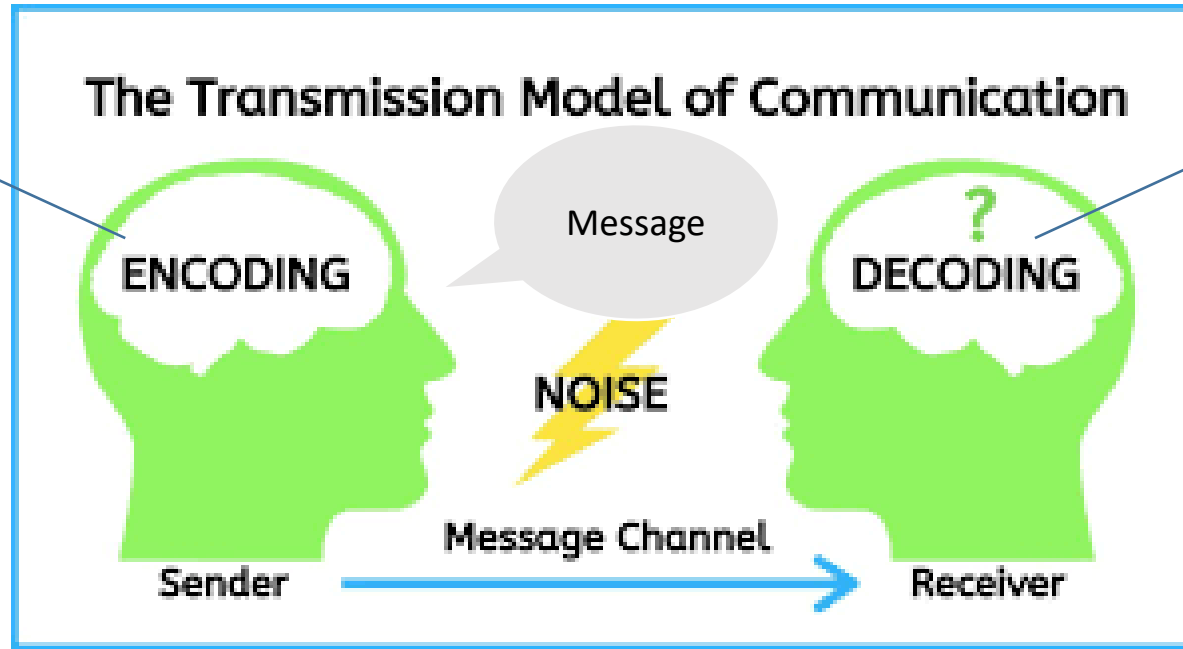
Communication Model



Analyzing the **Communication Model** can help to identify cause of **communication problems**

Analysing the Communication Channel

Encoding is the process of translating the ideas or thoughts into a language that is understood by others



Decoding is the process of translating the message back into meaningful ideas or thoughts

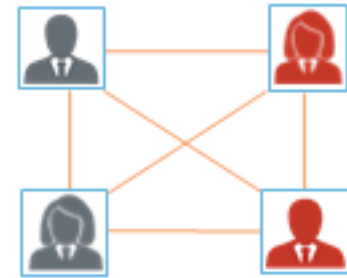
Noise is anything that interferes with transmission & understanding of the message
e.g. technology, language, experience, beliefs

Communication Channels



Given that communication takes place between four members of a team, there are six unique channels of communication.

If a team comprises ten stakeholders, how many channels of communication would exist?



Use the formula:

$$\text{Number of Communication Channels} = n * (n - 1) / 2$$

In the formula, 'n' is equal to the number of stakeholders.

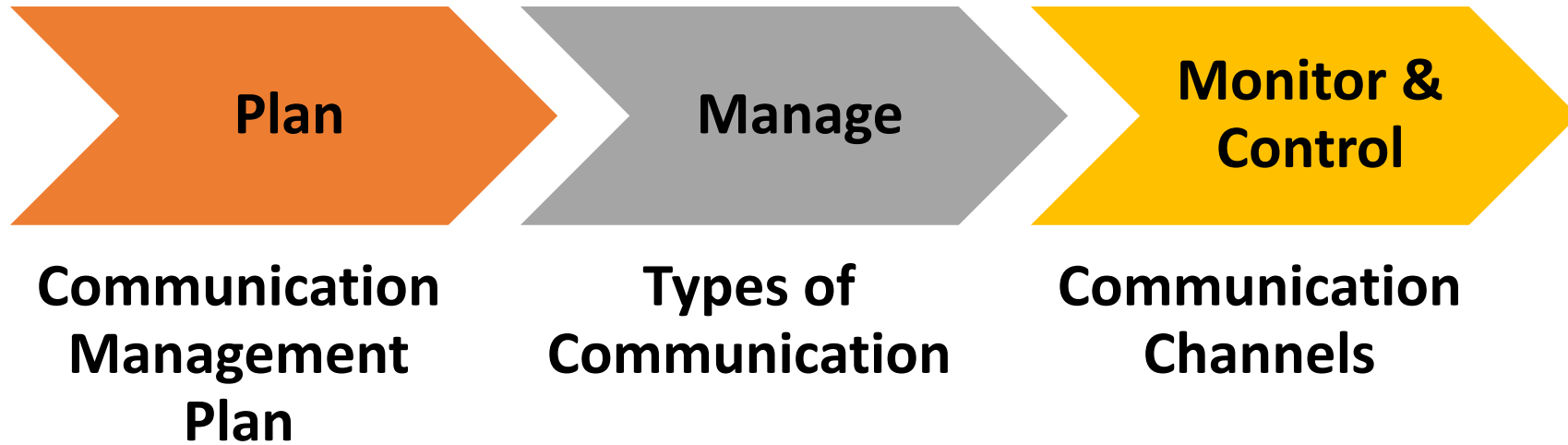
In this case, $n = 10$.

By substituting 'n' in the formula, the total number of communication channels that exist in a team of 10 stakeholders is 45.



When a large number of communication channels exist, it may get chaotic if communication is not structured.

Processes



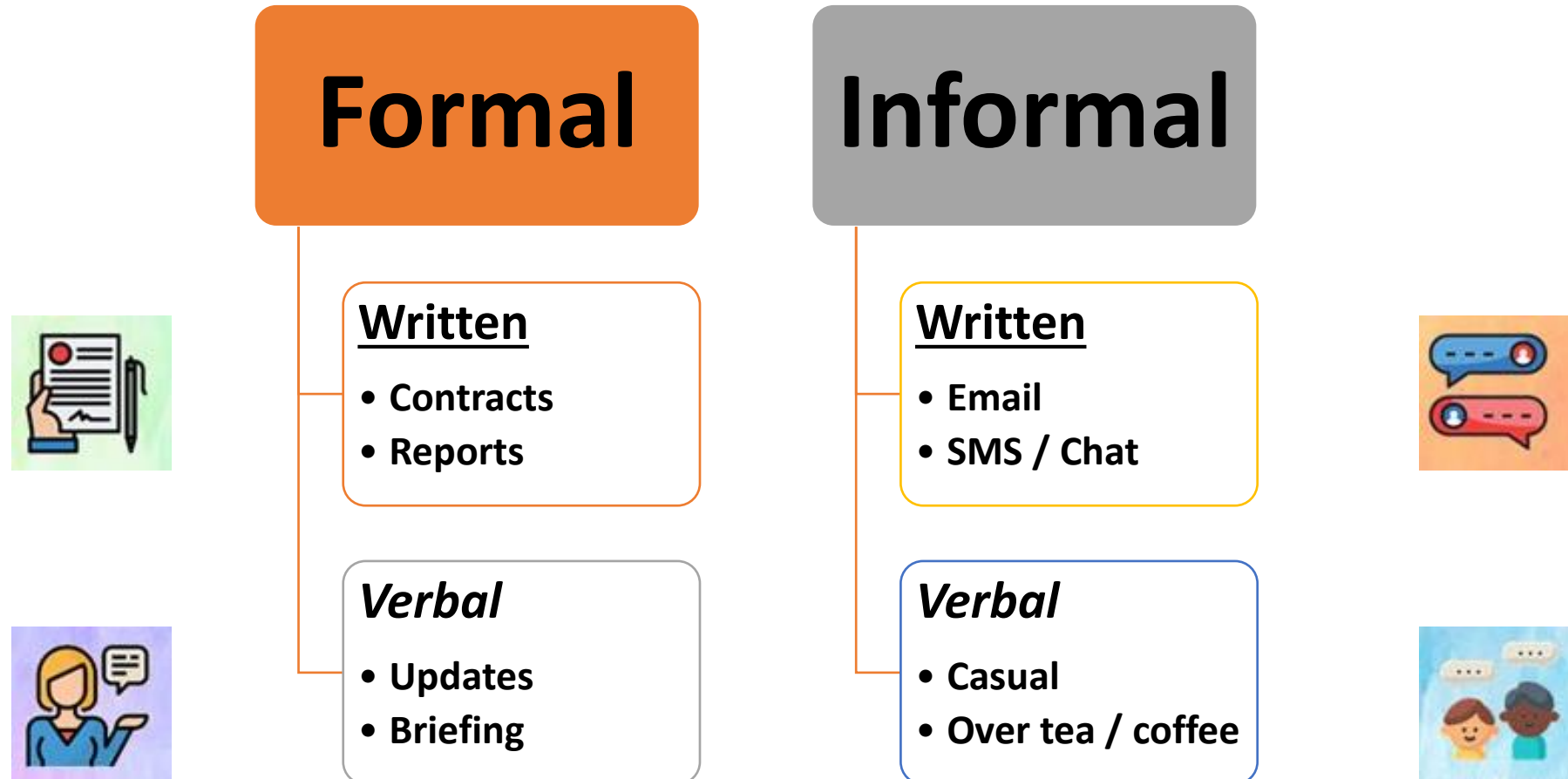
Communications Management Plan

A document that details how everyone working on a project can communicate best

Communication Type	Objective of Communication	Medium	Frequency	Audience	Owner	Deliverable
Kickoff Meeting	Introduce the project team and the project. Review project objectives and management approach.	•Face to Face	Once	•Project Sponsor •Project Team •Stakeholders	Project Manager	•Agenda •Meeting Minutes
Project Team Meetings	Review status of the project with the team.	•Face to Face •Conference Call	As needed	•Project Team	Project Manager	•Agenda •Meeting Minutes
Monthly Project Status Meetings	Report on the status of the project to management.	•Face to Face presentation •Conference Call	Monthly	•PMO	Project Manager	
Project Status Reports	Report the status of the project including activities, progress, costs and issues.	•Face to Face presentation •Email	Weekly	•Customer •Project Sponsor •Project Team	Project Manager	•Project Status Report

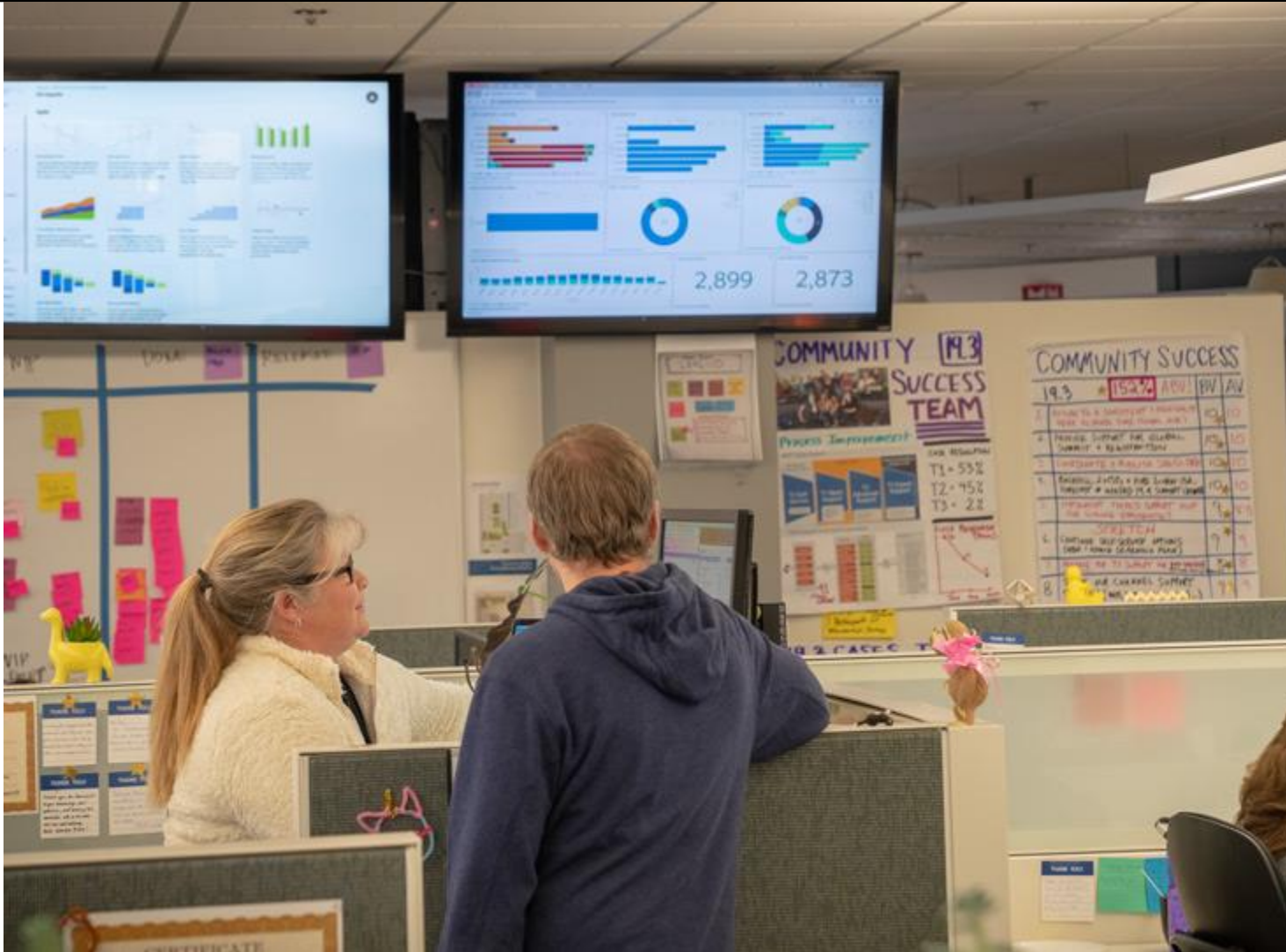
Types of Communication

Types of Communication



Information Radiators

Information Radiators



Any type of displays,
which a team places in a
highly visible location

so that all team
members can see the
latest **information at a
glance.**

They can be
handwritten, drawn,
printed or electronic.

Information Radiators



Key Take-aways

**Note down the top 3 Key
Take-aways for you from
this session**



Thank You



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