Communications Mgmt

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Lecture #7 out of 10
80 minutes

1. A customer <u>asks</u>: "What's up? How is my project going?" What do you answer?

1. Why do you ask?

2. CPI = 0.85, SPI = 1.12

3. We are behind the schedule, but under the budget

4. We are fully committed to deliver on time, as promised!

#status-report

2. A new programmer joins your team. How do you <u>explain</u> her the architecture of the software?

1. Ler her spend some time in pair programming with a mentor

2. Show her the code

3. Schedule a meeting with the entire team

4. You don't

#soft-skills

3. On a "Daily Standup" meeting, one programmer, when <u>you ask</u> him "What have you done yesterday" keeps saying "I don't remember." How to fix this?

1. Fire him

2. Ask him to be more respectful to the team

3. Demand written daily reports

4. Stop asking him

#standup

4. You see that meetings in your team take too much time, people <u>waste time</u> in long and <u>chaotic</u> discussions. How do you fix this?

1. Request meeting agendas

2. Demand meeting minutes

3. Appoint meeting facilitator

4. Reduce amount of meetings

#meetings

5. After you allowed your team to work <u>remotely</u>, the performance of a few programmers dropped significantly. How do you fix this?

1. Make regular daily Zoom calls with them

2. Fire them

3. Pay them more

4. Ask them to return back to the office

#remote-work

6. Your programmers are paid on a monthly basis, and you can't change this. The project is <u>boring</u> and team performance is very low. What can you do?

1. Communicate project objectives regularly

2. Make regular/daily status meetings

3. Ask everybody to send daily reports

4. Find a better job

#guilt

7. A programmer didn't complete his task and explains: "I misunderstood the ticket description". This is caused by low quality of what?

1. Communication

2. Documentation

3. Requirements

4. Motivation

#responsibility

8. You friend has been promoted, while you know that his code contribution is smaller than yours and the quality is lower. How can you get even?

1. You can't; quit the project

2. Stop considering him a friend

3. Tell your boss that it's not fair

4. Move your desk closer to your boss

#boss

Homework:

"Communications Management Plan" is a component of a project management plan that describes how project communications will be planned, structured, monitored, and controlled. — PMBOK5

10.1.3.1 Communications Management Plan

The communications management plan is a component of the project management plan that describes how project communications will be planned, structured, monitored, and controlled. The plan contains the following information:

- Stakeholder communication requirements;
- Information to be communicated, including language, format, content, and level of detail;
- Reason for the distribution of that information;
- Time frame and frequency for the distribution of required information and receipt of acknowledgment or response, if applicable;
- Person responsible for communicating the information;
- Person responsible for authorizing release of confidential information;
- Person or groups who will receive the information;
- Methods or technologies used to convey the information, such as memos, e-mail, and/or press releases;
- Resources allocated for communication activities, including time and budget;
- Escalation process identifying time frames and the management chain (names) for escalation of issues that cannot be resolved at a lower staff level;
- Method for updating and refining the communications management plan as the project progresses and develops;
- Glossary of common terminology;
- Flow charts of the information flow in the project, workflows with possible sequence of authorization, list of reports, and meeting plans, etc.; and
- Communication constraints usually derived from a specific legislation or regulation, technology, and organizational policies, etc.

Read this:

Soft Skills Demystified (2018)

Eight Levels of Communication Maturity (2016)

Put a Number on Your Boss's Emotions (2020)

The Pain of Daily Reports (2020)

Daily Stand-up Injection of Guilt (2019)

A Distributed Team Delivers Code of Higher Quality (2016)

Meetings Are Legalized Robbery (2015)

Daily Stand-Up Meetings Are a Good Tool for a Bad Manager (2015)