

TOTAL SYSTEMS EDUCATION, LTD.

TSE017

**PROJECT COMMUNICATIONS
MANAGEMENT**
(The Practical Approach to Communications)



Course Description

It's said that in real estate the three most important things are location, location, location. In projects, the three most important things are communications, communications and communications. It's that simple. Communications is THE most important element to successful project management!

This workshop teaches participants strategies and tactics needed to ensure successful communications (even when the team is virtual.) The effective manager will ensure timely and appropriate generation, collection, distribution, storage, retrieval and ultimate disposition of project information. Every project stakeholder should understand how communications affect the project as a whole.

The course is designed to follow the Communications Management Knowledge Area of the 4th Edition PMBOK (Project Management Body of Knowledge) in a very practical way. It certainly prepares participants for on-the-job communication skills, while providing added benefits of following the PMI way. Upon request, the workshop will be taught as a PMP Preparation session to assist participants wanting PMP Certification. Those involved with PMI and the Project Management Professional – PMP program are awarded 7 PDUs or “Contact hours”. Our Global R.E.P. number is 1270.

Upon completion of this module of training, participants will be able to:

- ◆ Understand the importance of PMI's Communications Management Planning in the real-world Project Environment.
- ◆ Understand the Project Manager's responsibility to communicate with stakeholders in a clear and timely manner.
- ◆ Communicate the Project Team needs to Management and Sponsors for successful project completion.
- ◆ Understand and use the various Distribution Methods for Project Information.
- ◆ Understand the special needs of Managing a Virtual Team.
- ◆ Plan and Execute Effective Team Meetings and Conference Calls.
- ◆ Deliver the proper Performance Data in an effective and timely manner.
- ◆ Understand the Importance of “Lessons Learned” Documentation and Project Management Plan updates.

Instructional methods for this one day module are lecture, discussion, exercises, simulations, role plays and workshops. Reference to and inclusion of the PMI® PMBOK Fourth Edition are certainly included and applied to real-world situations. Session also has participant discussions and feedback of on-going project situations.



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Course Outline

I. Introduction and Course Objectives

- A. PMI® as a Resource
- B. The “Reality Check”
- C. PMBOK 4th Edition Updates

II. Communications Skills

- A. Communication Skills vs. Project Communications
- B. The Communication Model
 - 1. Encode
 - 2. Decode
 - 3. Sender
 - 4. Receiver
 - 5. Message
 - 6. Medium
 - 7. Noise
- C. Email
 - 1. Subject Line
 - 2. Body of the Email
 - 3. Attachments
 - 4. Response
- D. Presentation Techniques
 - 1. Preparation
 - 2. Agenda
 - 3. Know Your Audience
 - 4. Design of Visual Aids
 - 5. Body Language
- E. Meeting Management Techniques
 - 1. Why Meetings Matter
 - 2. Five Principles of a Good Meeting

III. Identify Stakeholders

- A. Project Charter
 - 1. Sponsors
 - 2. Customers
 - 3. Team Members
 - 4. Groups
 - 5. Departments
 - 6. Other Affected Parties



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Course Outline Continued:

III. Identify Stakeholders - Continued

- B. Procurement Documents
- C. Environment Factors
- D. Process Assets
- E. Stakeholder Analysis
 - 1. Identify All Possible Stakeholders
 - 2. Identify Potential Impact
 - 3. Assess Reaction
- F. Expert Judgment
- G. Stakeholder Register

IV. Plan Communications

- A. Developing Your Communications Strategy
 - 1. Sponsors
 - 2. Customers
- B. Communication Requirements Analysis
- C. Communications Technology
- D. Project Communications Plan
- E. The Communication Plan Attributes

V. Distribute Information

- A. Project Management Plan
- B. Performance Reports
- C. Communication Methods
- D. Information Distribution Tools
- E. The Lessons Learned Process
 - 1. Identifying Successes and Failures
 - 2. Improving Future Performance
 - 3. Technical, Managerial and Process
- F. Lessons Learned Documentation
 - 1. Knowledge Base
 - 2. Knowledge Management System
 - 3. Updated Corporate Policies, Procedures and Processes
 - 4. Improved Business Skills
 - 5. Updates to the Risk Management Plan
- G. Benefits



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Course Outline Continued:

VI. Managing Stakeholder Expectations

- A. Communication Methods
 - 1. Face to Face
 - 2. Meetings
 - 3. Telephone Calls
 - 4. Email
- B. Issue Logs
- C. Updates
 - 1. Lessons Learned
 - 2. Project Management Plan

VII. Report Performance

- A. Baseline Data
- B. Reporting Information
 - 1. Scope
 - 2. Schedule
 - 3. Cost
 - 4. Quality
- C. Work Performance Information
- D. Effective Meeting Minutes
- E. Status of Deliverables
- F. Performance Measurements
- G. Forecasted Completion
- H. Quality Control Measurements
- I. Approved Change Requests
- J. Status Review Meetings
- K. Time Reporting/Cost Reporting
- L. Earned Value Analysis
- M. Recommended Corrective Actions

VIII. Conclusion and Critique

- A. Review Major Topics/Issues
- B. UPON REQUEST Additional:
 - 1. PMP Examination Preparation
 - 2. Specific PMBOK Issues
 - 3. Sample Questions and Answers
- C. Participants Critique Class

