



What's all this talk
about Communication?

Is Communication all Talk?

Today--

- When is communication needed?
- How does communication flow?
- What effects the flow?
- Who effects the flow?
- When and how do you plan for communication?

When is communication need?

- Beginning of project—defining requirements, expectations...
- Middle of project—Informing those who need to know...
- End of project—Obtaining acceptance

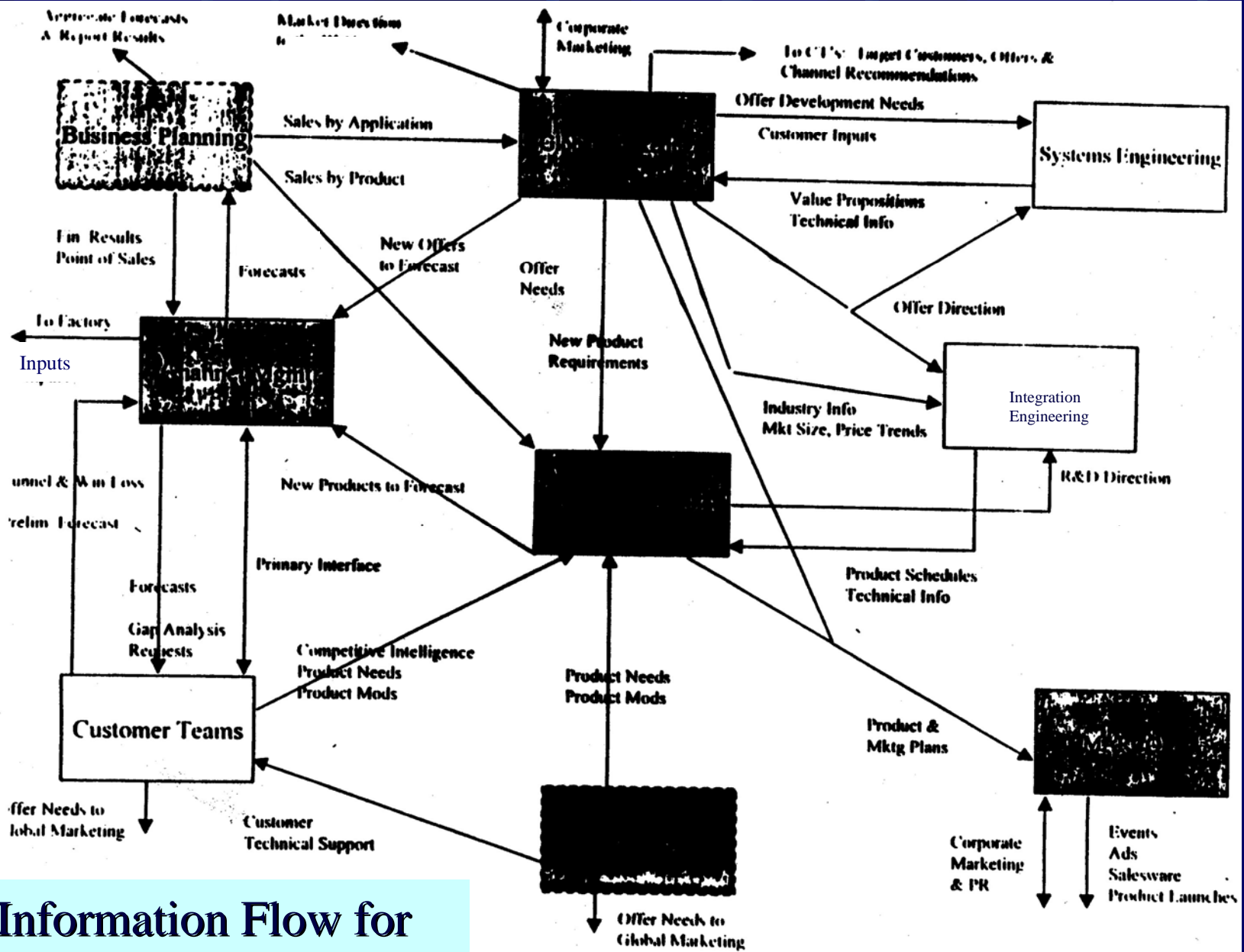
Project Stakeholders

- Customers
- Upper management
- Project team
- Subcontractors, suppliers, & vendors
- Support groups



How do the Communication Channels flow?

- UP
- LATERAL
- DOWN



Information Flow for Marketing Department

What Effects the Flow of Communication?

- Technology
- Corporate policy
- Project staffing
- Project constraints
- Length of project
- Immediacy of need

Who Effects Communication?

Simple Answer

Project Stakeholders

If you enter a goat stable,
bleat. If you enter a water
buffalo stable,
bellow...Indonesian



When and How....

Communication Management

Communication Management

Four Processes of Project Management

- Communication Planning
- Information Distribution
- Performance Reporting
- Administrative Closure

Communication Planning

- Who
- What
- When
- How

Types of Communication

- Formal written—Project plans, reports
- Informal written—Engineering notes, memos
- Formal verbal—Management presentation
- Informal verbal—Team conversations
- External— Communication with the customer, media, or public
- Internal—Communication within the project team or organization

Communication Planning

- Input
 - Communication requirements
 - Communication technology
 - Constraints
 - Assumptions
- Tools & Techniques—Stakeholder analysis
- Output—Communications Plan

Communications Management Plan

A document that is a subset of the project plan that provides:

- Information storage
- Information distribution
- Description of information to be distributed
- Information accessibility
- Methods by which the communication plan is to be updated or refined

Information Distribution—Making information available to project stakeholders in a timely manner.

● Input

- Work results
- Communications management plan
- Project plan



● Tools & Techniques

- Communications skills
- Information retrieval system
- Information distribution methods



● Output

- Project records
- Project reports
- Project presentations

Information Distribution



- Information retrieval
- Information distribution

Performance Reporting

Performance reporting involves collecting and disseminating performance information about how resources are being used to reach objectives. (PMBOK, 2000)

Types of Reporting

- Status reporting—where the project is now
- Progress reporting—what has been accomplished
- Forecasting—predicting where the project will be in the future

Reporting information on scope, schedule, cost, quality. May also include risk and procurement

Tools & Techniques for Performance Reporting

- Performance reviews
- Variance analysis
- Trend analysis
- Earned value analysis
- Information distribution tools & techniques

Administrative Closure

Verifying and documenting project results to formalize acceptance of the product of the project by the sponsor, client, or customer.

- Collecting project records
- Verifying final specifications are met
- Analyzing project success, effectiveness, and lessons learned
- Archiving information for future use.

Building Effective Team Communication

- Become an effective communicator
- Become a communication expeditor
- Remove communication blockers
- Use a tight matrix
- Have a war room

Management Styles Leadership Skills

- Authoritarian
- Combative
- Conciliatory
- Disruptive
- Intimidating
- Secretive
- Ethical
- Facilitating
- Judicial
- Promotional

One should learn to sail in all winds... Italian

Project Teams-- Personalities



Why is Communication Important?

Bottom Line

The Cost of Failure to Communicate

Finally...

IF YOU DON'T HAVE A PLAN
FOR YOURSELF, YOU'LL BE PART
OF SOMEBODY ELSE'S...
AMERICAN

The bad plowman quarrels with his ox... Korean

IT IS NOT ENOUGH TO RUN, YOU MUST START
IN TIME...FRENCH