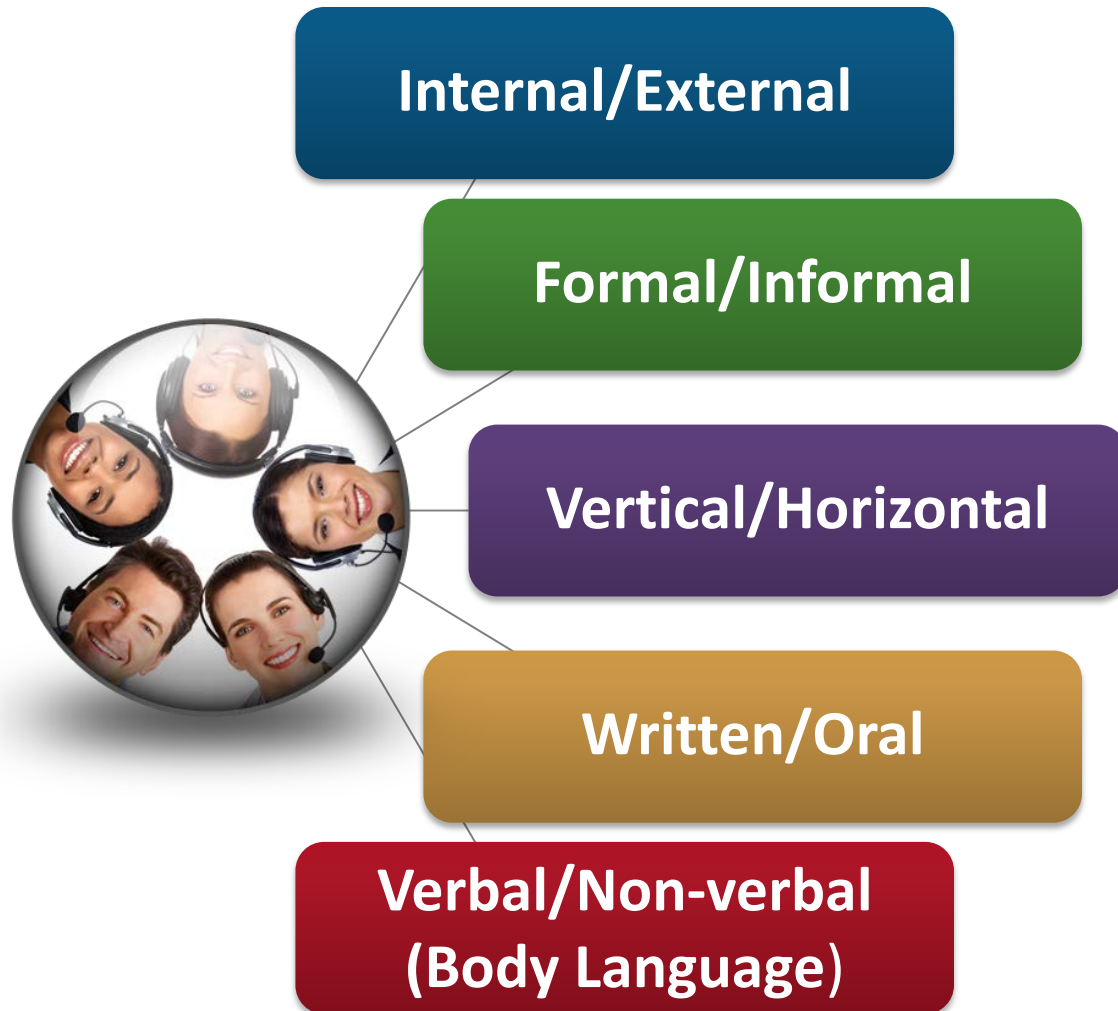


Project Management

Topic 3.5 Communication Plan



Communications are Multi-dimensional



Common Communication Skills

Listening

Questioning

Educating

Persuading

Negotiating

Fact Finding

Resolving Conflict

Summarizing/Recapping

Identifying Next Steps

**Setting & Managing
Expectations**

Oral Communication

- Body language and tone are important.
- Body language can be used by the listener to give feedback to the speaker.
- Body language can be positive or negative.
- Awareness of cultures and customs is important.
- One must not use offensive remarks.
- Oral communication should be straightforward.
- Timing of oral communication is important.



Most Communication is Nonverbal

Listening Skills

Barriers to Listening

- Pretending to listen
- Distractions
- Bias and closed-mindedness
- Impatience
- Jumping to conclusions

Ways to Improve Listening

- Focus on the person talking
- Engage in active listening
- Ask questions
- Don't interrupt
- Observe Body language



3.5.1 Simulation



Communication Conflict

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Stakeholder Identification Involves

- Identifying people impacted by project
- Documenting their interests and involvement
- Determining their level and authority
- Assessing influence on project and deliverables
- Determining their impact on the project

Stakeholder Analysis 3-Step Process

1. Identify stakeholders
 - Stakeholder Register
2. Classify based on impact to project
 - Power/Interest Grid Tool
 - Influence/Impact Grid Tool
3. Build communication plan to enhance, support and mitigate negatives
 - Stakeholder Analysis Matrix

Communication Plan Elements

Owner	Responsible for the communication
Who	Participants involved
What	Purpose
When	Frequency
How	Method & media

3.5.2 Team Exercise



Communication Elements/Examples

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