Belinda Schall

Park University

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Dr. Matt Keogh

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**Executive Summary**

**What are some of the key techniques/methods to communicate effectively as a project manager?**

At a workplace, teams are in a constant state of communication via email, video conferences, phone calls, texts, and face-to-face meetings. If project goals and objectives are clearly communicated, you can increase your chances of achieving those goals.

* Define clearly to your team the goals and requirements- setting the standards early on reduces confusion and mistakes.
* Involve the team members for a communication strategy- the more heads the better and it also changes communication from a top-down distribution to a bottom-up exchange of ideas.
* Know your team members and their needs and requirements-put yourself in their shoes.
* Make the objectives clear and concise- Clear objectives lead to increased focus and clarity which results in quality communication.
* Evaluate often- this will ensure that you communicated and will allow for adjustments if needed and checking in with your team will help to create a trust.

**What are some do’s and don’ts as a project manager when communicating with project teams and stakeholders?**

* Do give stakeholders required information but do not involve them in everything if not needed which is a waste of time and resources.
* Don’t hold a meeting just to hold a meeting.
* Do stay positive and resonate it among the team members
* Don’t get caught up in the necessity of communicating, just be precise and purposeful in emails so communication does not get boring and ignored.
* Do use all communications channels that are available.
* Don’t under communicate and assume anything, especially when it comes to communicating the success or issues with the project to the team and the stakeholders.

**What are the major components of the communication plan?**

* Title: Heading of the project.
* Stakeholder/s: Mention who are the relevant parties who require the communication.
* Purpose: State the communication item – whether it is an introduction, status report, check-in, review, approval.
* Schedule- when will the various communications will occur
* Priority: Is it critical or time-sensitive communication that needs to receivers’ action.
* Owner: Define who is responsible for the communication.
* Frequency: Mention how often the item is to be distributed –daily, weekly, monthly, quarterly.
* Medium: Consider the optimal method for communication, maybe it requires a quick memo or a detailed report.
* Escalation: processes and timeframes for moving issues up the chain.
* Notes: Provide the scope of adding comments or notes for all to record.

**Why is the communication plan vital for project success?**

Communication is critical to project success. Project managers need to speak the language of different stakeholders while being an empathetic listener (Larson & Gray, 2021). The project manager uses communication to coordinate efforts continuously to ensure the project is flowing smoothly. Communications management is the key to project control, the essential element of project management. Without the benefit of a good communications management system, the processes involved in the development of a project from conception to completion can be seriously constrained (Oliver, 1983). Without a communication plan the decision-making process will lag, there will be unclear roles and responsibilities for upcoming communication schedules, less gathering of feedback at milestones, and there will be more potential to be behind on tasks, which can lead to fast-tracking or crashing and even project failure.

**Who is the most important person or group on the communication and why?**

When it comes to communication you need to have a sender and a receiver. The sender/ speaker and the receiver/listener are most important person/groups in the communication. Because senders/speakers are the person or group of people who are involved in sending or sharing information. Receivers/listeners are the people who receive information from the speakers/sender and must process it. Therefore, both speaker and listeners together make the effective communication process.

**References**

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