



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Assignment 1 (Spring 2021)

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Section

Master

Date

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Course Code

(PMG506)

Advanced Project Management

Instructions:

- ☐ يغلق الواجب يوم الإثنين ١ مارس في تمام الساعة ٩ مساءً.
- ☐ الواجب سؤال واحد مقالي من ٤ درجات.
- ☐ الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية تكون باللغة الإنجليزية.
- ☐ يرجى ضرورة التحويل إلى صيغة pdf بعد الانتهاء من الواجب ورفعته على المودل.

Instructor's Name:

Eng. Amaal Aburumman

Assignment (1)

You are employed as a supervisor at the local mail distribution center. The center wishes to develop a new staff recruitment and selection process, to be implemented within the next three months. You have been assigned the responsibility of project manager.

Your Task

Explain (130 to 150 words) how you as the project manager should plan, manage, and control communication, with the team members to achieve deliverables. Give reasons.

Best of luck..

الواجب الاول

تم توظيفك كموظف كمشرف في مركز توزيع البريد. يرغب المركز في تطوير عملية تعيين واختيار موظفين جدد ، ليتم تنفيذها في غضون الأشهر الثلاثة المقبلة. وقد تم تكليفك بمسؤولية **مدير المشروع**.

مهمتك هي:

- اشرح (من ١٣٠ إلى ١٥٠ كلمة) كيف يجب عليك كمدير للمشروع أن تخطط وتدير وتتحكم في التواصل مع أعضاء الفريق لتحقيق الإنجازات. اعط اسبابا.

....مع تمنياتي بالتوفيق

After the center finish from acquiring all employee needed, I have to do something very important as a first step which identifies all the stuff or to be accurate identifying all stakeholders¹ and analyzing and documenting all relevant information by making a list that contains all information needed such as their position in the center, their roles on the project, their expectations, their level of support for the project, and their interest in the information about the project. and we can do this by using several tools and techniques such as face-to-face meetings with stakeholders individually or in the group. doing this so I can engage all stakeholders effectively.

After the finish from this step, then will be easy to make a communication management plan that makes me able to effectively and efficiently engage stakeholders by presenting relevant information promptly. before making that plan, I should take care of some considerations such as the physical location of the team member, are they in the same geographical area or in a different time zone? and I have to determine which communication technology is appropriate, available, and cost-effective for communicating to stakeholders. and to choose from the different communication technologies, I should consider the multiple factors like the urgency of the need for information and is the frequency and appropriate format of the information to be communicated, the availability and reliability of technology, ease of use, and sensitivity and confidentiality of the information. now, to develop the communication management plan, I need the stakeholder engagement plan that tells me how to identify the management strategies required. and the resource management plan tells me how team resources will be categorized, what is responsible for each team member (like RACI²), and what is the team members' communications requirements. also, it is necessary to know the center's culture, stakeholder's culture, and personnel administration policies. I should take in my account the center's policies and procedures for social media, ethics, security, risk, and data management. and then, I have to analyze all the communication requirements to determine what is the information needed for the project stakeholders and the type and format for that information. To share the information among stakeholders, I should choose an appropriate communication method depends on the situation and the information required. for example, some information needs interacting between two people especially when there is some conflict, here I should use an interactive communication method. some of the information needs to be distributed directly to specific recipients like a report for information, here I should use the Push communication method. some information needs to be accessed like e-learning, here I have to choose the pull communication method and so on. after doing all these processes by using appropriate tools and techniques, I will get on the communication management plan that guides me to how to manage and control the communication on the project. and this plan must contain all stakeholder's communication requirements, information to be communicated, escalation processes, the reason for the

¹ "All the people, group, or organizations that could impact or be impacted by the project", this definition according PMBOK GUIDE Sixth edition page 503.

² A RACI (responsible, accountable, consult, and inform) chart is useful tool to use to ensure clear assignment of roles and responsibilities when the team consists of internal and external resources, PMBOK page 317.

distribution of particular information, the frequency for distribution required information, the person responsible for communicating the information, who responsible for authorizing the release of confidential information, and who receive that information.

Now, I need to apply this plan to manage all the communication on the project by collecting all information and create it, and distribute it according to the communication management plan in a timely manner. as what is known about the project which has beginning and end and has a particular performance like work performance report include status reports and progress reports. this performance needs to be circulated to the project stakeholders. so, I have to circulate as defined in the communication plan. I can use multiple communication skills to clarify and distribute information like presentation skills, nonverbal, feedback, and communication competence. and I can use software tools for managing and distributing the information. or electronic communication management like email video, and web conferencing. or social media management like a website. all these tools are called the project management information system (PMIS) it aims to distributing the information among stakeholders. I can use the project reporting technique to collect and distribute the information that is required to be provided at an appropriate level, format and detail for each type of stakeholder. one more very important thing that I have to take into account is meeting management. multiple steps I should take care of it when I want to plan for a meeting:

- 1- prepare agenda that contains the objective for the meeting.
- 2- the meeting must have a beginning and end.
- 3- ensure the appropriate participants are invited and attend.
- 4- make sure to stay on the topic.
- 5- manage conflict during the meeting.
- 6- record all actions and who responsible for doing that action.

To control communication management, I have to make sure all that I have been planned is done without any issue. I have to verify is all information needed from stakeholders is met at the required time or not. to do this, I have to analyze all work performance data that contains all information that is distributed, the number of times distributed, type, and numbers of reports distributed to stakeholders. to get the work performance information that includes information on how project communication is performing by comparing the actual communication with planed one. and I have to handle all change requests from the stakeholder on the plan officially.