

Everyone's Smart University

Project (Spring 2021)

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PROJECT LEADERSHIP

Instructions:

- ☐ آخر موعد للتسليم هو يوم الخميس 2021-05-20 في تمام الساعة ٩ مساءً.
- ☐ الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- ☐ يتم تسليم المشروع في صيغة ملف pdf مع الالتزام بنموذج الجامعة ولن تقبل أي مستندات أخرى.
- ☐ يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion، وأخيراً المراجع References. وان كان هناك ملحقات Appendices يتم إضافتها)
- ☐ يجب الالتزام بـ Theme موحد كما يلي:
 - حجم الخط 12.
 - نوع الخط Arial.
 - لون الخط أسود.
 - المسافة بين الأسطر 1.5 line spacing.
 - عدد صفحات البحث (لا تقل عن ثلاث صفحات ولا تزيد عن ستة صفحات).

Instructor's Name: **Dr. Sara Adel**

Communication in the project

Introduction :

The effective communication of the project is one of the important processes to achieve success, through which the information arrives at the appropriate time and individual in a clear manner, and this thing clarifies the comprehensive details of the project to all parties and the objectives are defined. Therefore, communications in a project are managed to provide and maintain information about the project. The project manager communicates between all project parties, to provide each party with the information they need.

Steps to manage project communications:

Determining the parties involved in the project:

In order to communicate with the parties specified in the project, the parties and information that each party needs to be communicated to him must be identified in advance, with the aim of reaching a positive impact from them on the project. For the project to succeed, it is imperative that the parties required to the project are identified early in the project, and that the levels of interest, expectations and impact of their undertaking are analyzed; To enable the project manager to focus on the relationships necessary to ensure the success of the project.

Communication planning:

The communication planning process includes defining the needs of the parties to the project, in terms of information and the method of communicating it to them, how this will happen and through whom, and this information must be defined regarding who, who will deliver it, when and how? This is mentioned in communication diagrams. It is imperative to pay attention to sensitive information, which could have an impact on any element of the project in a non-positive way, and it is necessary to secure effective methods for its transmission and transfer of all information in the necessary time and in the necessary manner. When preparing a communication plan, attention must be paid to all environmental factors that affect the project and to make all necessary adjustments to update it. In order to achieve an effective plan.

Dissemination of information:

During the project life cycle, information is supposed to be disseminated to display it to everyone who needs it, using various tools and methods.

Stakeholder expectations management:

In order to provide the needs of the stakeholders in the project, a comprehensive knowledge of their expectations must be made, by communicating with them. Confronting all the fears that are usually related to anticipating future problems. Discussing all concerns with stakeholders and assessing risks. Solve the problems identified. Formulating performance reports: The formulation

of performance reports includes gathering and analyzing all performance information and formulating it in reports. These reports are a tool for providing information and are also used to obtain the actual current performance of the project and the level of progress. Performance reports are produced periodically, and their format may vary from a simple report to a more detailed report. They may include the following information: Analysis of past performance. Case risks and problems. Work completed during the reporting period. Work to be completed during the next reporting period. Summary of approved amendments. Information that should be subject to review.

Literature Review:

Management by Dialogue - Writer Muhammad Al-Amiri - 2017

This may sound strange, but it took me a long time to grasp the value of talking to people at work. I was chatting and joking, yet I rarely confused social relationships at work with actual work achievement. My training and experience at the institute has led me to the belief that I have to solve problems myself at work. In my first year at Microsoft I hardly ever sought out other people's opinions or found someone more knowledgeable than me to reuse. Instead, I was straining myself and working hard instead of using my wits. At the same time, I watched two of my earliest managers display inquisitive behavior when talking to others. I saw them sitting in other people's offices chatting with them, and since I was very busy, I could not hide my surprise because of their ability to spend all that time on strengthening (social bonds). Being new at the time, I didn't ask them about it. Rather, I contented myself with considering them to be the type of person who only succeeds within the group, and this was at that time, given my experience, a small kind of insult. Their behavior annoyed me (shouldn't they work at least as hard as mine?), I also saw no value in what they were doing, and how wrong I was

As my responsibilities increased, I slowly realized what they were doing. I've learned from trial and error that cruel treatment, dictating, or asking is not an effective plan when I needed things from people who didn't even have to listen to me. I also noticed similar results in programmers and test administrators who were uncooperative, and they were ineffective in doing work involving other technical people.

Methodology:

Effective communication is one of the most important elements and requirements for the success of any project regardless of its different objectives or the field in which it operates, as effective communication methods and tools would enhance cooperation between team members and thus facilitate the delivery of information and save time and effort in correcting errors resulting from misunderstanding or lack of access. The information is correct and required.

Communication can be defined as the exchange of information between the concerned parties through a common communication system, which may be in the form of pictures, sound, words, pictorial material or symbols.

The effective communication process is affected by many surrounding factors and influences, so receiving and understanding information is based on the personality of the recipient and the extent of his absorption or ability to process information and also depends on the ability of the sender and the tools used, so your task as a project manager is to make sure to prepare an effective communication plan that works to deliver the information to the person. The targeted person in the appropriate form and time, and through the communication plan, the person responsible for communications and the tools that will be used are identified, and he specifies in detail how the information will be shared and its type, which will reduce the possibility of the spread of rumors, misconceptions and misinformation that would contribute to the failure to achieve the objectives of the project.

You must first define the following elements before developing a communication plan:

Who are the audience or stakeholders

Who do you want to communicate with? Who are the individuals or organizations likely to be affected by the outcome or implementation of the project?

The type of information to be sent

What kinds of information do you need to communicate?

Communication tools

What are the best tools and tools you can use? What are the availability and accessibility of these tools for all team members and stakeholders?

time to call

Determine in advance the schedule of communications, meeting preparation and important reports.

Then, you can follow these steps to set up an effective communication plan for your business:

Step 1: Determine the communication needs of the project.

Different projects require different communication plans, and you must determine what your project needs and have a clear vision of the goals and objectives of the project and what the project requires to achieve success, and you also have to take into account all the tasks, activities and resources necessary from beginning to end, and accordingly you will be able to identify the owners The interest in the project with whom you need to communicate.

Make sure to familiarize yourself with the preferred channels or communication methods of your team members and stakeholders.

Step 2: Determine the purpose and goal of the communication

There must be a goal for each communication and communication process so that it does not disrupt the team members and not be a waste of time, as defining the goal would help you to better use the time and resources and define the message, for example your main goal may be securing funding for the second phase of Your project, and accordingly your communications will be directed and focused on the people whose work is related to this part.

Step 3: Choose the method, tool, and means of communication and communication.

The communication plan also specifies the methods or modes of communication that must be used and when to use it, so you must use the method that suits your goal and the information you want to send, if it can be delivered through a face-to-face meeting or e-mail, and take into account that this method is appropriate for the other party and proportionate to them.

Having a communication plan will enhance the support and endorsement of stakeholders. It also enables you to define the expectations of all stakeholders and improve the decision-making process, in addition to keeping the team informed of current and future tasks.

Results and Discussion:

The Institute of Communications states that 90% of the project manager's time is spent on communications, You should know all the different types of communication that happen to you , and there is another aspect to good communication which is setting sound expectations Simply put, Communications Department About a method for how you are managing communications on a project.

Who will start first? (who's on first) :

Imagine the early days of NASA. President Kennedy promised that the United States would send a man to land on the moon, and about it everyone looked at the other and said, "And now." What should we do ?! », Communications management is an important and complex part of project management. He found a scene in the cinema that appeared in 1998 entitled (Arma Jaidon), and in it there is a group of astronauts who are about to ascend space, and while they tie belts, someone of them said: "Do you know that we are sitting on four million pounds of fuel, one nuclear weapon and something that has 270,000 moving parts that have all been built ... Does that make you feel comfortable, right.

Think about the amount of communications taken to produce a machine such as a spaceship .. from the beginning to the achievement of the desired goal, The spaceship program included

thousands and thousands of small projects, The communications related to things, their time, location, and the ongoing state of the project were all an enormous work.

Imagine this: you are an outside site project manager, and you get a call from a client mentioning that one of your contractors has put up with the job, and they didn't know they were coming, you feel ashamed; Because you have scheduled the appointment for the contractor, but have failed to communicate this to your customer.

Important Alert:

Just because someone is sending an e-mail does not mean that you have made contact ,for effective communication; You should have prior knowledge that the intended team received your letter.

With the advent of communication technology; It should become easier to communicate, and in many cases; It does, however; There is still the human element that must be shared .. Technology can give access and diversity to your communications, but it can also result from many hiding places.

What is the resulting effect?

Either to discuss the contractor or expel him

It is possible to lose the contractor for a day or two due to this error

The relationship between you, your client and your contractor may become strained.

You could have avoided the issue by simply telling your client that a contractor is coming.

There are two reasons why many project managers fail in communication methods:

Failure to understand communication methods.

.Assuming that one method of communication works for everyone

When there are three people on the project team; It is easy to have a communications tool .. but when there are fifty people and ten sub-teams, it becomes more difficult to overcome this difficulty; Your communications should be clear, tight and have their own plan.

Should I also plan my call:

Yes, you should plan your communications too, well you don't have to, if you don't - you will be in control of your communications, communication planning can be a complicated process.

Ask yourself the following questions:

Does each team congregate in one or several locations?

Is the use of email available for everyone? Do they have the same translation for all the ideas presented?

Is everyone in the same time zone?

Should everyone attend every meeting?

Is it necessary to have one large contact interview or a series of smaller, more compact interviews?

These questions are just the tip of the iceberg?

References:

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3. www.everettcc.edu <https://www.everettcc.edu/cced/enewsletters/stakeholder-engagement-strategic-planning>
4. <https://courses.lumenlearning.com/wm-principlesofmanagement/chapter/communication-in-the-management-function/>