



Everyone's Smart University

Assignment 1 (Spring 2021)

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Section

Master

Date

Thursday

18 / 02 / 2021.

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 الانجليزية.
- ☐ 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..

Project name: Mail Distribution Center.

In the beginning, we need to discuss why communication is important for any project and why project manager spend almost 80% from his/her time in communication.

So let us first know what communication management is:

Project Communications Management includes the processes necessary to ensure that the information needs of the project and its stakeholders are met through development of artifacts and implementation of activities designed to achieve effective information exchange.

Key benefits: creates a bridge between team member, stakeholders who they have different cultural and organizational backgrounds, different levels of expertise, and

different perspectives and interests, which affect or have an influence upon the project execution or outcome.

1.1 Project Communications Management processes:

1.1A

Plan Communications Management: The process of developing an appropriate approach and plan for project communication activities based on the information needs of each stakeholder or group, available organizational assets, and the needs of the project.

Key benefits: documented approach too effectively and efficiently team member by presenting relevant information in a timely manner

1.1B

Factor that can affect what kind of communication should be using:

Urgency – Availability – Ease of use - Environment – Sensitivity & Confidentiality.

1.1C

Communication Models:

Sample basic sender/receiver communication model:

Encode – Transmit message – Decode

Sample interactive communication model:

Acknowledge – Feedback & Response

Note:

The sender is responsible for the transmission of the message, ensuring the information being communicated is clear and complete, and confirming the message is correctly.

The receiver is responsible for ensuring that the information is received in its entirety interpreted correctly, and acknowledged or responded to appropriately.

1.2 Manage Communications: The process of ensuring timely and appropriate Collection, creation, distribution, storage, retrieval, management, monitoring, and the ultimate disposition of project information.

Key benefits: Enables an efficient and effective information flow between the project team and the stakeholders.

Work performance reports: Work performance reports are circulated to the project stakeholders through this process as defined in the communications management plan

Ex.: Status reports, Progress reports, Earned value graphs and information.

1.3 Monitor Communications: The process of ensuring the information needs of the project and its stakeholders are met.

Key benefit: The optimal information flow as defined in the communications management plan and the stakeholder engagement plan.

2.0

Finally, we need to improve the following points to avoid any failure:

Poorly developed or unclear goals, poorly defined project team roles & interdependencies, Poor communication.

