



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..

Introduction

Project communication management is a collection of processes that help make sure the right messages are sent, received, and understood by the right people. There are three primary project communication management processes:

1. **Plan communications management**
2. **Manage communications**
3. **Monitor communications**

1. Communication Management Plan

Project managers need to clearly outline how they will manage communications across their projects. This is done by creating a project communication management plan. When creating a plan, project managers should follow these five steps:

- **Decide your objectives**
- **Determine your audience**
- **Write your message**
- **Choose your channel**
- **Set a timeline**

Your project communication management plan should be detailed enough to lay out why you're sending a message, who you're sending it to, what specific information will be sent, how you're going to send it, and when. The golden rule here is that, to be a good communicator, you need to be a good listener.

2. Manage project communication

Once the project communication management plan has been created and approved. This means the plan needs to be reviewed and updated on a regular basis to reflect any changes to the project or its stakeholders.

The project manager also has to manage the execution of the project communication management plan. This includes:

- **Collection and analysis of data**
- **Creation of messages for communication**
- **Transmission or distribution of communications**
- **Storage of any communication reports, files, or documents**
- **Retrieval of any stored communications**
- **Disposal of any old communications upon project closure or a set date**

3. Monitor project communication

This process called control communications. It involves monitoring and controlling project communications throughout the entire lifecycle. This may include the confirmation of the following:

- Communications went out as planned
- They were received by the proper stakeholders
- Messages were understood
- Any relevant feedback was provided to the appropriate project members

Conclusion (answer)

Excellent communication is a critical component of project success. In fact, poor communication is one of the main reasons a project can fail. Project communication management ensures that does not happen.

Successful project managers use formal and informal communication methods across various channels. This helps increase the chances that messages are received. Use simple language, stick to relevant topics, keep messages concise, and include all information in one place to reduce your chances of communication failure.

The following communication management skills can also increase a project manager's chances of success:

- **Strong active listening skills**
- **Proficient writing skills**
- **Excellent speaking ability**
- **Asking questions and probing for more information**
- **Setting and managing expectations**
- **Motivating people to become and stay engaged**
- **Conflict resolution skills**
- **The ability to summarize and recap what you've heard**

References:

1. <https://www.wrike.com/project-management-guide/fag/what-is-project-communication-management/>