

WELCOME

Project communications

PROJECT COMMUNICATIONS

A CRITICAL FACTOR FOR PROJECT SUCCESS

Ancillary Materials
Included

CONNIE PLOWMAN, PMP
JILL DIFFENDAL

BEP

Project communications

Miscommunication is the biggest culprit in project failures. When changes and updates are not communicated correctly and on time, it creates confusion among coworkers and different departments. This confusion further leads to errors, missed steps in process, conflicts, and more. All these scenarios will ultimately result in delays or budget over.

Because project teams often comprise of professionals with a diverse range of backgrounds and skills, communication is crucial in order to keep each professional informed and on-task. Project managers spend much of their time as leaders communicating to their team to ensure the success of the project.

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The book aims to:

This book presents a new way to look at communication within projects. It combines real-world examples and practical tips with theory, research, and professional standards you can apply to any size and type of project.

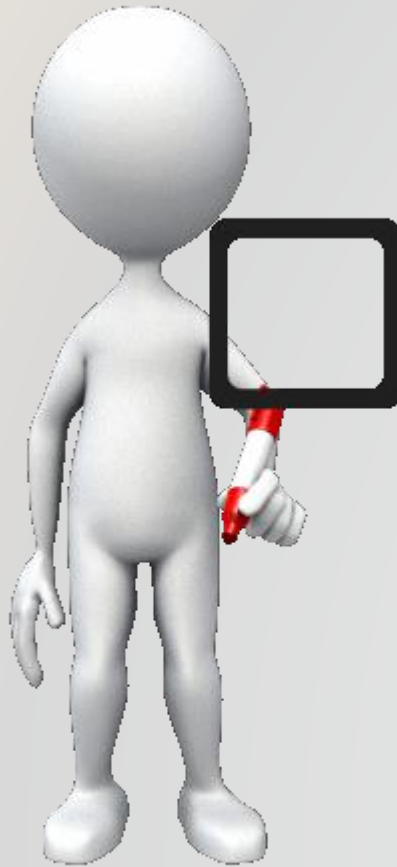
Gain actionable insights into identifying your audience, choosing the right tools, managing change, and handling conflict. Expand your professional toolkit with templates, activities, and resources. Develop your project communications expertise with reflective questions and recommendations.

After completing this course you will be able to:

Understand why project communication is so important

Understand why people communicate by looking at two different communication theories that focus on communication as a way people handle uncertainty

Trace the evolution of project communications

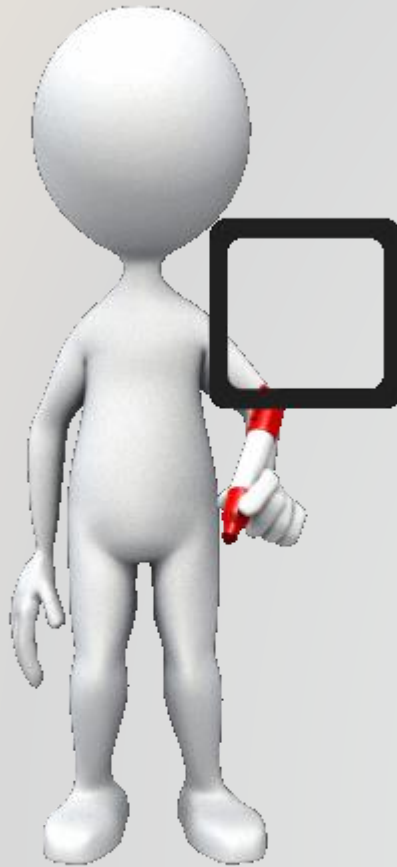


After completing this course you will be able to:

Evaluate the impact of the quality as well as the quantity of communication in a project

See the connection between effective communication and stakeholder trust

Put a Project communication plan between the different parties of the project



Outline of the Book

The book is organized into **five** distinct parts.

Overview on
communication theory and
Audience

Planning
Project
communication

Managing and
Monitoring
project
communications

Communication
tools and
change

Managing
conflicts
through
communication

Chapter 1

Communication skills



**Introduction to Project
communication**

**Improvement of project
communication stages**

**Exploring Communication
Theories**

**Uncertainty and Effective
communication**

Chapter 2

Communication skills



Defining Audience

Prioritizing Stakeholders

Stakeholder engagement

Chapter 3

Communication skills



**Project Kick-Off
meeting**

The project Plan

Chapter 4

Communication skills



**Managing
communications**

**Monitoring
communications**

Putting it into Practice

Chapter 5

Communication skills



**Managing
communications**

**Monitoring
communications**

Putting it into practice

Chapter 6

Communication skills



**Choosing the right
tools**

Communication tools

Putting it into practice

Chapter 7

Communication skills



**Communication tools-
part 2**

Putting it into practice

Change management

**ACMP's Standard
Change Management**

Chapter 8

Communication skills



Team Personal pitfalls

Team Process pitfalls

**Managing Conflict with
Stakeholders**

Chapter 9

Communication skills



Team Structure

Team development

Chapter 10

Communication skills



**Various Approaches to
Virtual Communication**

**Leadership styles to
communicate to
distributed teams**

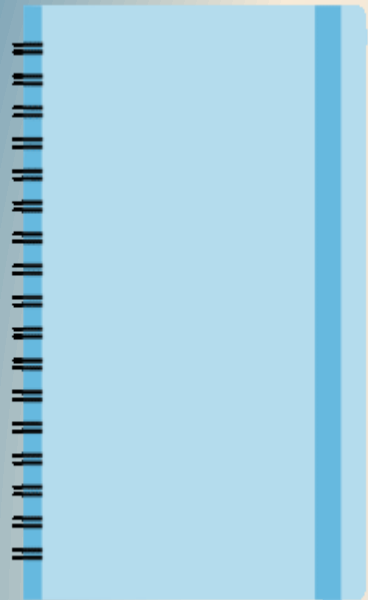
What I expect from you?



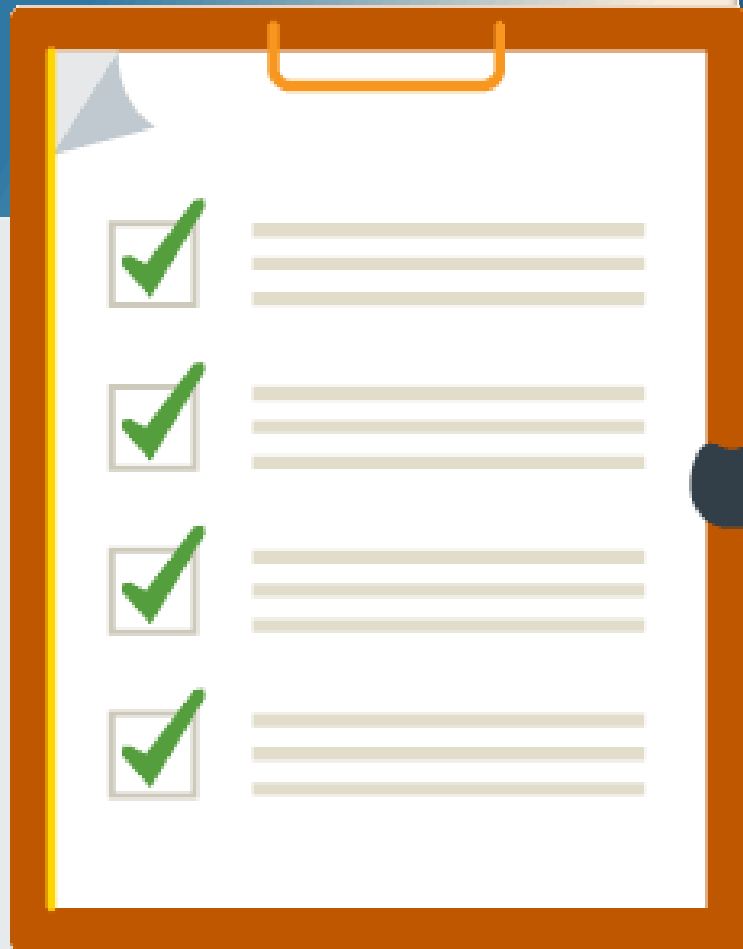
What I expect from you?

STUDY
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What I expect from you?



What I expect from you?



What I expect from you?



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thank
you!