



Everyone's Smart University

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Advanced project Management

Planning Effective Virtual Communication Between Team Members

1. Introduction

In order to justify their existence, today's organizations face numerous challenges. Effective communication, growing shareholder value, advancement in technology, and new pandemic in world (covid 19) are just a few of the challenges. Organizations have often considered it necessary to quantify their performance in order to accomplish their goals. As a result of this challenges, a virtual communication team has arisen as a result of the rapid growth of technology and the ability to minimize operating costs through the use of technology as a way to communicate. According to (Zigurs, 2003), Continuous technological advancement, such as internet video call, video conference, and voice over input can even have a significant effect on virtual team interaction. As a result, a variety of projects performed by any organization will be carried out by participants who communicated through the virtual world.

A project success in a virtual project could be advantageous, so I wrote this paper about a project that I am working on with the Ministry of Health, which is the creation of a national protocol for the prevention and management of patient falls in hospitals. Due to the geographical distance between team members and the standard precautions of the Corona pandemic, virtual team was formed in this project, as well as a focus on remote communication. Managing communication in the project can be a challenge for project manager, which is why the study's goal is to identify the role of project manager in managing effective virtual communication between team members in project planning phase.

2. Literature Review

Project Communications Management refers to the processes that must be followed to ensure that the project's data and members' are fulfilled by the creation of objects and the execution of practices that promote meaningful information sharing. There are two phases of project communications management. The first phase is developing a strategy to ensure effective communication with team members. The second phase entails

carrying out the tasks required to put the contact plan into action. Plan effective communication creates a bridge between team members with varying degrees of experience, viewpoints, and priorities, as well as various cultural and organizational contexts (PMBOK).

A "team" is term as a minority group of people with harmonizing skills who are similarly committed to a shared mission, objectives, and working method (Zenun , Loureiro, & Junior Embraer , 2007). Through using computer technologies, digital teams collaborate through time and space. The concept "virtual team" refers to a variety of events and modes of technology-assisted collaboration (Anderson, Mcewan, Bal, & Carletta, 2007). Virtual teams are comprised of individuals who are spread across multiple regions. This team characteristic has encouraged the widespread use of a number of computer communication technology that enable geographically separated participants to organize their individual activities and contributions (Peters & Manz, 2007). Hertel and his colleagues define virtual teams as, teams work distributed in difference geographic area and they coordinate work through technologies as email, video call application, remote conferences (Hertel, Geister, & Konradt, 2005). Geographically distributed teams allow organizations to effectively use best qualified members regardless of location.

In general, different types of "virtual" work can be featured based on the number of people involved and the degree of engagement between them. Hertel and his colleagues mentioned four forms of virtual team: (1) Teleworkers: A one team leader at one place, (2) Remote team: A one team leader of a team spread across numerous regions, (3) Matrixed teleworkers: Multiple team leader of a team at at one place and, (4) Matrixed remote teams: Multiple team leader across numerous regions (Hertel, Geister, & Konradt, 2005).

3. Methodology

In every research study, the methodology guides the progress of the study. Hence the methodology is the guiding framework that shows step by step procedures that the researcher uses to achieve the objectives of the study. This paper is aiming to gaining an

understanding of Planning effective virtual communication, the paper has an exploratory purpose. Information is shared by project stakeholders using a variety of communication methods, interactive communication method, stakeholder engagement assessment matrix, formal and informal was chosen as a method to be used in the project.

4. Results and Discussion

In planning process of our project we use difference tools of virtual communication such as video calls, email and voice calls. As project manager, I set strategies to maintain communication with team members in planning phase. Plan Communication the process of determining a suitable strategy and strategy for project communication activities depending on each stakeholder's or group's knowledge needs, organizational properties, and project requirements (PMBOK).

4.1 Interactive communication: is a real-time multidirectional information sharing between two or more parties such as: meetings, conference calls, text messages, certain types of social media, and videoconferencing are among the tools used (PMBOK).

4.2 Other method use in planning communication is formal and informal virtual communication. **Formal Communication:** Team composition letter, Report, Virtual planned meetings “Microsoft Teams”, Presentations, MOH Email, Meeting agendas and minutes. **Informal Communication:** Text Messages, Social media “WhatsApp” between sub team.

4.3 Stakeholder Engagement Assessment Matrix (Figure 1) : is an appropriate instrument to use to assess the project team's commitment level in order to ensure that all participants are on the same level in order to successfully complete the project (Riahi, 2017).

5. Conclusions:

The overarching aim of this study was to gain a understanding project manager role regarding planning effective virtual communication between team members. Since virtual teams are becoming more popular in organizations, appropriate theory is needed to lead

both practice and science. One of the most important responsibilities of a project manager is to plan well to manage the virtual team and to use various means that help in the success of the project.

6. Bibliography

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Project Virtual Communication Management Plan					
Communication	Communication Method	Frequency	Goal	Owner	Audience
Team composition letter	Email	Once At beginning of project	An official document from MOH defining the name of team members and the project manager.	Project Sponsor	Project Manager and Team
Project Charter	Email	Once At beginning of project	Authorization to start the project.	Project Manager	Project Manager and Team
Meeting agendas and minutes	Email	Weekly	Referring to the meeting's most important conclusions.	Project Manager	Project Manager and Team
Project status report	Email	Weekly	Track the state of the project and talk about any future problems or delays.	Project Manager	Project Manager and Team
Progress update	Gantt Chart	Daily	Share the project's success on a regular basis.	Project Manager	Project Manager and Team
Project team weakly meeting	Meeting "Microsoft Teams"	Weekly	Examine what succeeded and what didn't, and come up with actionable takeaways.	Project Manager	Project Manager and Team

Task responsibility	RACI	Weekly	Clarifying and defining roles and responsibilities.	Project Manager	Project Manager and Team
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Team Members	Unaware	Resistant	Neutral	Supportive	Leading
Nadia Saeed					
Johara Al harbi					
Mohammed Al Shammari					
Hayat Magrashi					
Bander Al sofiani					
Hussain Al harith					
Madinah Al harbi					
Hatim Al saeed					
C: current D: desired					

Figure 1: Stakeholder Engagement Assessment Matrix