



Everyone's Smart University (ESU)

Assignment (1) [Spring 2021]

Student Name: Abdullah Hussain Al-Ghamdi

Student I.D.: 2021201769

Section: Master

Date: 18 Feb., 2021

Table of Contents

- 1. Introduction**
- 2. Body of the thesis**
 - a. The three (3) Communications Processes
 - b. Purpose of Communications Management Plan
 - c. How to manage communications among team members and stakeholders?
 - d. The achievements of deliverables (a new Staff recruitment and selection process to be implanted in a three-month span)
- 3. Conclusion and Recommendations**
- 4. Reference(s)**

INTROUDUCTION:

Usually project managers spend approximately 81% of their time communicating with the Project Team and other stakeholders. It is imperative that communications shall be a high priority. In order to be successful in the projects all information has to be accurate and collected and disseminated on time to the right persons.

The perfect way to assure perfect communications among all stakeholders, Project Management methodology shall be administered and carried out by the team and controlled all the way on daily basis by the Project Manager. For the stakeholders to be well aware of progress and performance and if there is any problems or change orders proper communications process has to be followed as shown:

- **Plan Communications**
- **Manage communications**
- **Monitor and Control Communications**

I will go through this processes as they as they go through PM process groups; initiation, Planning, Execution, Monitoring and control and closing. We will have only three (3) process groups namely, Planning, Execution and Monitoring and control.

Communications Management:

In order the final deliverable which is the new Staff recruiting and Selection processes to be successful, there has to be very effective communications among all stakeholders. Provided the scope was well defined the stakeholders register which was done in the initiation process is complete as this process is important and must be dynamic all the life cycle of the project as stakeholder tend to be added or somebody might leave the project so the register has to be updated on daily basis. So we have to find the answers to these points to make the process running in a smooth way.

- Are our stakeholders internal or external as in this it's internal which mean from inside the origination
- We have to agree on the way of the communications; formal, or not format which means of communications to be used; letters, emails, face to face meeting, or videoconferencing if a meeting can't be made due to any reasons.
- A proper communications protocols Flowchart to be given to stakeholders in order to make sure that the communication channels internally and how the information initiated and ended
- The point of contact from all sides so the communications can't go uncontrolled and unnoticed
- There has to be a differentiation between Peer and upper management communications
- The most important document is the Communications Management Plan that determines how, when, and by whom info about the project will be administered and disseminated.

Once we have the Communications Management Plan(CMP) and the stakeholder's registers, we will make a matrix of all key stakeholders showing who will receive info, attention from stakeholders and the combinations methods and the frequency for sending and who is responsible for that.

We have to select which communications methods to use; push; involves sending to receivers, pull; involves receivers accessing information when are required or interactive; putting multi-directional information exchange among stakeholders.

In the execution process, we have to manage communications among team members and stakeholders. Any body found not doing proper commutations among the team shall be coaching. As we have to team going through the four stage of group development with each other in forming, storming, norming, performing and then adjourning as when project is finalized and closed.

You have always to keep the stakeholders aware of the project status and performance and keep them interested and satiated with the project. By agreeing with the stakeholders as the project duration is only three (3) months, we have to plan the communications well as suggested there will be a weekly communication meeting, Quality, and Safety meetings. The reports will be on daily, weekly, monthly basis. The typical daily report will consist of:

- Projects daily activities and tasks that being done
- Safety issues
- Quality issues
- Procurement and purchasing issues
- The work force
- All the testing works
- The tools and Techniques used
- 3rd party work, subcontractor(s) if any

All these items will be agreed upon during the Kick-off meeting (KOM) that will include all the parties involved in the project; the client, Sponsor, contractor(s), consulting firm, PMT, Design office, Suppliers & Vendors, 3rd party, etc. This KOM will mark the end of planning phase and the start of execution phase, in this phase all communications will be administered managed and distributed among key stakeholders by the Team under the supervision and attention of the project Manager and all these according to the stakeholder's communications matrix. During this phase as well the Monitoring and Controlling will take place if problems happen or any missed item in the plan, corrective actions and /or change order will be done.

CONCLUSION:

By following all these communications procedures, the deliverables will be submitted successfully and all stakeholders will be satisfied. Using a Project Communication Plan, and managing the communications, and Stakeholders properly according to the plan and agreement in the KOM. A proper documents controlling system will help arrange all documentations and in and out transmittals and letters and how to arrange them properly and retrieve them when needing them. A telephone roster list will be distributed among all key stakeholders where everybody listed there, name, position, relation to the project, all contacts (email address, telephone land and mobile, etc.)

REFERENCES:

- Project Management: A Systems Approach to Planning, Scheduling, and Controlling, by Harold Kerzener

Submitted by : Abdullah H. Al-Ghamdi

Student No. : 2021201769

