



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..

تم توظيفك كموظف كمشرف في مركز توزيع البريد. يرغب المركز في تطوير عملية تعيين واختيار موظفين جدد ، ليتم تنفيذها في غضون الأشهر الثلاثة المقبلة. وقد تم تكليفك بمسؤولية **مدير المشروع**.

مهمتك هي:

- اشرح (من 130 إلى 150 كلمة) كيف يجب عليك كمدير للمشروع أن تخطط وتدير وتتحكم في التواصل مع أعضاء الفريق لتحقيق الإنجازات. اعط اسبابا.

....مع تمنياتي بالتوفيق

Communication is a key component to the success of your project. To manage communication we need the three main processes in project communications management which are planning communications management, managing communications, and controlling communications.

Plan Communications Management:-

Is the process of developing an appropriate approach and plan for project communications based on stakeholder's information needs and requirements, and available organizational assets. The key benefit of this process is that it identifies and documents the approach to communicate most effectively and efficiently with stakeholders.

Inputs:

1. Project charter
2. Project management plan
 - Resource management plan
 - Stakeholder engagement plan
3. Project documents
 - Requirements documentation
 - Stakeholder register
4. Enterprise environmental factors
5. Organizational process assets

Tools & Techniques:

1. Expert judgment
2. Communication requirements analysis
3. Communication technology
4. Communication models
5. Communication methods
6. Interpersonal and team skills
 - Communication styles assessment
 - Political awareness
 - Cultural awareness
7. Data representation
 - Stakeholder engagement assessment matrix
8. Meetings

Outputs:

1. Communications management plan
2. Project management plan updates
 - Stakeholder engagement plan
3. Project documents updates
 - Project schedule
 - Stakeholder register

Manage Communications:-

During the project execution phase, managing project communications can be the difference between a successful project and an unsuccessful one. The communications with stakeholders that are identified within the Communications Management Plan are put into practice, and any spontaneous communications are executed as necessary. The process of creating, distributing, and storing the communications is an important part of project management, and requires the constant attention of the project manager.

Inputs:

1. Project management plan
 - Resource management plan
 - Communications management plan
 - Stakeholder engagement plan
2. Project documents
 - Change log
 - Issue log
 - Lessons learned register
 - Quality report
 - Risk report
 - Stakeholder register
3. Work performance reports
4. Enterprise environmental factors
5. Organizational process assets

Tools & Techniques:

1. Communication technology
2. Communication methods
3. Communication skills
 - Communication competence

- Feedback
 - Nonverbal
 - Presentations
4. Project management information systems
 5. Project reporting
 6. Interpersonal and team skills
 - Active listening
 - Conflict management
 - Cultural awareness
 - Meeting management
 - Networking
 - Political awareness
 7. Meetings

Outputs:

1. Project communications
2. Project management plan updates
 - Communications management plan
 - Stakeholder engagement plan
3. Project documents updates
 - Issue log
 - Lessons learned register
 - Project schedule
 - Risk register
 - Stakeholder register
4. Organizational process assets updates

Control Communications:-

Because project communication is so important to the overall success of a project, strong project control should be present. This process involves asking whether the project communications at the current point in the project have been adequate. As part of the Monitoring & Controlling process group, the project manager must include project communication control at regular project status update points. At the same time as earned value analysis, quality control, scope validation, and the other project control items take place, the project manager must ensure that each stakeholder has received the appropriate communication and whether anything should change.

Inputs:

1. Project management plan
 - Resource management plan
 - Communications management plan
 - Stakeholder engagement plan
2. Project documents
 - Issue log
 - Lessons learned register
 - Project communications
3. Work performance data
4. Enterprise environmental factors
5. Organizational process assets

Tools & Techniques:

1. Expert judgment
2. Project management information system
3. Data analysis
 - Stakeholder engagement assessment matrix
4. Interpersonal and team skills
 - Observation/conversation
5. Meetings

Outputs:

1. Work performance information
2. Change requests
3. Project management plan updates
 - Communications management plan
 - Stakeholder engagement plan
4. Project documents updates
 - Issue log
 - Lessons learned register
 - Stakeholder register

These processes interact with each other and with processes in other Knowledge Areas.

The communication activities involved in these processes may often have many potential dimensions that need to be considered, including, but not limited to:

- Internal (within the project) and external (customer, vendors, other projects, organizations, the public);
- Formal (reports, minutes, briefings) and informal (emails, memos, ad-hoc discussions);
- Vertical (up and down the organization) and horizontal (with peers);
- Official (newsletters, annual report) and unofficial (off the record communications);
- Written and oral, and verbal (voice inflections) and nonverbal (body language).

And the most communication skills are common for both general management and project management, such as, but not limited to:

- Listening actively and effectively;
- Questioning and probing ideas and situations to ensure better understanding;
- Educating to increase team's knowledge so that they can be more effective;
- Fact-finding to identify or confirm information;
- Setting and managing expectations;
- Persuading a person, a team, or an organization to perform an action;
- Motivating to provide encouragement or reassurance;
- Coaching to improve performance and achieve desired results;
- Negotiating to achieve mutually acceptable agreements between parties;
- Resolving conflict to prevent disruptive impacts; and
- Summarizing, recapping, and identifying the next steps.

In conclusion, communication is so important to ultimate success. Without communication, it may happen a lot of misunderstood and more conflicts that may cause more consequences that no one want them to happen neither to company nor people.

References:

- 1- <https://www.projectengineer.net/project-communications-management-according-to-the-pmbok/>
- 2- <https://www.projectmanagement.com/blog/blogPostingView.cfm?blogPostingID=21224&thisPageURL=/blog-post/21224/Project-Communication-Management#> =