

## Everyone's Smart University

### Project (Spring 2021)

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## PROJECT LEADERSHIP

### Instructions:

- ☐ اخر موعد للتسليم هو يوم الخميس ٢٠-٠٥-٢٠٢١ في تمام الساعة ٩ مساءً.
- ☐ الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- ☐ يتم تسليم المشروع في صيغة ملف pdf مع الالتزام بنموذج الجامعة ولن تقبل أي مستندات أخرى.
- ☐ يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion، وأخيراً المراجع References. وان كان هناك ملحقات Appendices يتم إضافتها)
- ☐ يجب الالتزام بـ Theme موحد كما يلي:
  - حجم الخط ١٢.
  - نوع الخط Arial.
  - لون الخط أسود.
  - المسافة بين الأسطر 1.5 line spacing.
  - عدد صفحات البحث (لا تقل عن ثلاث صفحات ولا تزيد عن ستة صفحات).

Instructor's Name: **Dr. Sara Adel**

## **THE IMPACT OF EFFECTIVE COMMUNICATION ON THE PROJECT SUCCESS OF THE ORGANIZATION**

### **I. Introduction**

Effective communication plays a vital role in the success of any project in the organization. Communication starts at the beginning of our nature as a human, and we do not understand each other, without words there will be no knowledge, and if words are not applied, there will be no wisdom.

Misunderstandings and miscommunications cause the most common conflicts and problems in the organization. As per experience, the thin line of miscommunication will lead to a bigger problem, especially when we are not aware of one's role and description of every key person in doing the project.

A project without effective communication will land to failure. It would be impossible with all the project requirements, details, and decisions that need to be approved by the team following the chain of command. Every step requires every new task to address, and that task depends on another task, decision, or person, communicating each other in collaborative efforts towards goal in unity.

When it comes to project management, you cannot do it alone. However, even the best tools will not work without effective communication. As a leader, you have to speak to people and be transparent be open to ideas towards a common goal. It does not end there; you also need to listen.

Let us go through some of the best methods to improve our communication in project management in this research and be effective in what we do. This implicates that communication plays a vital role in any management or project.

### **II. Literature Review and Conceptual Framework**

#### **A. Kinds of communication in the project**

To have the project done, we can use kinds or types of communication and maximize, such as emails, personal or virtual meetings, surveys, etc.

Everyone has different communication styles, especially when working in a diverse organization with different nationalities, so consider those to ensure your project communications will land.

A communication plan can help you plan a strategy for effective communication on any given project. That way, everyone involved in the project identifies what to expect and how to connect effectively and efficiently.

## **B. Best communication skills for project managers**

The following are the communication skills best project managers regularly apply to their projects:

1. **Listening is our priority.** Effective project managers do not have the sole authority to speak and delegate only; it is our duty not to hear but listen to ideas from our team and weigh those ideas applicable for the project.
2. **Quality over speed.** In projects, we have deadlines, but we need to see that coming up in time is useless if the quality of work is compromised. Take quality and time frame at the same level to get the job well done on time.
3. **Facts are vital.** Listening is one thing: Be realistic in what we do; ideal things are attractive, but in the long-term project plan, facts matter, especially when dealing with clients.
4. **Respect is essential.** Respect is earned and not demanded. Relationships matter in the team; if we are not united, how can we do something productive if we do not have one goal to reach.
5. **Everyone is important.** It does not mean that you are the most crucial person in the world if you are the project manager. Keep everyone updated and be responsible for what is happening in the project. The failure or success of the project relies on each working on the project.

## **III. Methodology**

Let us look at some simple methods to set your team and projects active for effective communication. Put into consideration these methods towards effective communication in the project.

## 1. Set clear project expectations

When doing a project, make sure everyone, including your team and participants, knows what is expected of them throughout the project's progress, and you also need to recognize what everyone else expects from you.

This is how we do this.

- A. **Improve your project purpose.** Always keep in mind your core the reason WHY we are doing this project.
- B. **Establish project goals. Remember the indicators of success.** Once the purpose is established, be wise in setting your goal Specific, Measurable, Attainable, Realistic, Time-bounded.
- C. **Define the key players.** Identify the team members and participants needed in the project and their role in the project, from the approvals down to delegations and operations. Use a Responsible, Accountable, Consulted, and Informed (RACI) chart to map task roles and responsibilities.
- D. **Document your project plan, and review it regularly.** The plan is the center of all the communication in the project. The team and its core must have easy access to your plan to update and track progress every step of the way, and it can help in monitoring the project.
- E. **Discuss and deliberate outcomes.** Project outcomes on each step must be on the table for discussion, potential risk of failure must be eliminated, and deliberation is needed before decision making.
- F. **Be brilliant on time and scale.** Convey what you say you are going to deliver. Communication in project management must not compromise.
- G. **Modify when needed.** A project is not always perfect, and sometimes it will not go according to what is planned. Be patient and flexible enough with your team to adjust to the plan when needed. Pride is no room in the project, be honest and transparent so that the team can work on the facts.

## **2. Discuss project deliverables**

If you are not actively assessing your deliverables and evaluating them as a team, you miss an enormous opportunity to collaborate and build a more potent product. When outlining your plan, make sure you have built-in time to review, discuss, and analyze your team deliverables.

This generates more assurance in what you are building and keeps team members responsible for project decisions. Having a short review, discussion, dialogs, or deliberation, you are taking steps to eradicate a risk that a current deliverable will have an undesirable impact on your scope later on.

## **3. Conduct status meetings**

Regularly set status meetings, also known as scrums or standups. These short meetings are necessary to keep everyone updated and informed about progress and potential blockers. Always decide together if you want these meetings to be daily or weekly, considering everyone's availability.

Meetings will include:

- a. Assigned Secretary
- b. Transcribed agenda
- c. Update Status Report
- d. Expected Goals
- e. Meeting Recaps and Review
- f. Scheduled Meeting
- g. Others

Keep participants informed about the progress and know where they fit in the process.

#### **4. Examine questions**

Being a project manager requires you to understand processes, people, and deliverables. Chances are you will work with someone who comes up with a new way of working or takes a new approach to something you are working on. Just make sure you comprehend it and articulate what, why, when, and how of that new approaches.

Most importantly, never be anxious to ask your team questions. In the end, it is a win-win situation for you and your team since the more you understand the work, the easier it is for you to advocate for it with investors or plan for similar activities in future projects.

#### **IV. Results and Discussion**

Project management is not just all about tools and processes. It is about individuals. Good project managers develop relationships that ultimately help projects move smoothly and efficiently.

The project manager knows how to manage those tools, facts, and people through meaningful, strategic dialogs. Encouraging the best out of individuals, the introvert to be more outspoken while figuring out a way to manage the challenging team member and make it easier to deal with.

The essential point is that no matter what you do, be open to discussing how you communicate with your team. You want to know what is best for the project while also being open and willing to adjust if that will set a tone of positive collaboration.

A transparent and collaborative project plan is your best tool for communicating and pursuing all the details, deadlines, and essentials that will lead your team and project to success.

Teamwork with effective communication will always lead to success.

## V. References

1. The Impact of a construction project manager's communication skills on the success of the project, September 2016, Conference: COBRA, Benita Zulch
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3. Leadership Skills: Definitions and Examples, January 2, 2021, by: Indeed, Editorial Team