



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section
Course

Master
(PMG506)

Code
Thursday

Date

18 / 03 / 2021.

Advanced project Management

Instructions:

- اخر موعد للتسليم هو يوم الخميس 2021-05-~~820~~ 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 نموذج 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 12.
- نوع الخط Arial.
- لون الخط أسود.
- المسافة بين الأسطر 1.5 line spacing

• عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: ~~Eng. Amaal Aburumman~~ **Eng. Dr. Akram M. S. Ali**

Project:

You are required to document your role in administering a project. The project may be set in a business, social, sporting, or family environment but must be of a significant size and scale. If you do not have an actual project to write about you may complete the project hypothetically.

This report will be between three to six pages in length. This is a significant research project.

Your report must address ~~each~~ **ONE** of the following issues:

1. Identify and describe the purpose, scope, and objectives of the project. **Display this information using an appropriate tool.**
2. Describe how the team is given an outline of the project.
3. Describe the strategies that are going to be set up to maintain communication with the team members.
4. Describe the tools that are going to be used to monitor the goals, time frames or milestones.
5. Identify project milestones and activities. **Display this information using an appropriate tool.**
6. Create a budget and link the costs to the key milestones for a project.
7. Describe how you are going to divide tasks and resources amongst a project team. **Display this information using an appropriate tool.**
8. Briefly describe how the progress will be monitored.
9. How are current project records maintained? Who has responsibility for this? provide some recommendations on how this process could be improved.
10. Describe the current procedure for finalizing projects. Create your own procedure and identify how you will evaluate the success of the project.
11. Legislation that may affect the project including health and safety, and anti-discrimination legislation.

Best of luck...

المشروع:

مطلوب منك توثيق دورك في إدارة مشروع. قد يتم تعيين المشروع في بيئة تجارية أو اجتماعية أو رياضية أو عائلية ولكن يجب أن يكون بحجم مناسب. إذا لم يكن لديك مشروع فعلي لتكتب عنه ، فيمكنك إكمال المشروع افتراضياً. ستكون هذا التقرير من ثلاث إلى ست صفحات.

يجب أن يعالج تقريرك ~~كل~~ **احد** القضايا التالية:

1. تحديد ووصف الغرض والنطاق والأهداف من المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
2. صف كيف يتم إعطاء الفريق مخططاً تفصيلياً للمشروع.
3. وصف الاستراتيجيات التي سيتم وضعها للحفاظ على التواصل مع أعضاء الفريق.
4. صف الأدوات التي سيتم استخدامها لرصد الأهداف أو الأطر الزمنية أو المعالم.
5. تحديد معالم المشروع والأنشطة. اعرض هذه المعلومات باستخدام أداة مناسبة.
6. إنشاء موازنة وربط التكاليف بالمعالم الرئيسية للمشروع.
7. صف كيف ستقوم بتقسيم المهام والموارد بين فريق المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
8. صف بإيجاز كيف سيتم رصد التقدم.
9. كيف يتم الاحتفاظ بسجلات المشروع الحالية؟ من المسؤول عن هذا؟ تقديم بعض التوصيات حول كيفية تحسين هذه العملية.
10. وصف الإجراء الحالي لإنهاء المشاريع. قم بإنشاء الإجراء الخاص بك وحدد كيفية تقييم نجاح المشروع.
11. التشريعات التي قد تؤثر على المشروع بما في ذلك الصحة والسلامة ، وتشريعات مكافحة التمييز.

مع تمنياتي بالتوفيق..

Strategies to maintain communication at Airlines Agency

Introduction:

Communication is how we build and maintain relationships, not only in our personal lives but also in the airline's agency with coworkers, partners and customers. And especially in times of a pandemic, communication is key.

To run efficiently and thrive, they need to implement clear communication strategies. In addition, having the right communication tools in place is also essential. In this article, I'll explore the importance of communication in the airline's agency, plus provide tips for developing an effective communication strategy for the airline's agency.

Communication strategies are action plans for improving communication within the agency. In addition to establishing goals for a successful plan, a communication strategy typically involves the selection of tools to enable a strategic mix of verbal and nonverbal communication styles. Using communication strategies in the agency increases company knowledge, eases cross-department communication and ultimately makes business processes more streamlined and efficient.

Today I will Describe the strategies that are going to be set up to maintain communication with the team members.

Effective communication helps team members build strong relationships and positively contribute to the agency any culture and overall growth of the company. Here are some point to implement an effective communication strategy within the agency:

Literature Reviews:

The growing importance of knowledge as an essential resource in the strategic management of a Multinational Corporation (MNC) and how communication enhance its impact inside the agency performance has been the subject of study of many researchers, for example, Zheng, Yang and Mclean (2010), consider "communication management

plays a potentially mediating role in connecting organizational context and strategy with organizational effectiveness. Successful communication management is believed to have the potential of enhancing an organization's competitive advantage, customer focus, employee relations and development, innovation, and lower costs". López-Nicolás and Meroño-Cerdán, (2011) also describe communication management as a "significant mechanism to enhance innovation and corporate performance. Companies know that with a clear knowledge management strategy can be more innovative, achieve better financial results, improve processes and develop human resources' capabilities". And Yang (2010) suggests that the vast majority of studies in the literature about communication management state that it has been considered "a critical strategy for firms to obtain competitive advantage and positively impact firm performance". It can be said that several authors consider knowledge as the source of innovation and value creation (Yang, 2010), (King and Marks, 2006), (Wagner and Buckó, 2005), (Wang and Noe, 2010), (López-Nicolás and Meroño-Cerdán, 2011), (Choi, Poon and Davis, 2008), (Miao, Choe and Song, 2011) and agree that without communication, knowledge will lose meaning and impact (Zakaria, Amelinckx and Wilemon, 2004). But the ability to manage communication inside Multinational Corporations (MNC) and contribute effectively to knowledge sharing in a cross-cultural environment relies in the promotion of "knowledge development in the MNC, by using organizational mechanisms creating links between individuals and encouraging social interaction" (Adenfelt and Lagerström, 2006). Knowledge requires communication (Miao, Choe and Song, 2011). And a successful knowledge sharing between the headquarters and the subsidiaries depend on their preexisting relationships and an understanding of contextual factors. "Findings show that the knowledge development process could be difficult because of the lack of interpersonal relationships and a shared structure and practices within the transnational teams" (Adenfelt and Lagerström, 2006).

Methodology:

1. Use Great Communication Tools:

There are many tools out there that can be used to make internal communication within the team more effective, including:

- To use, cloud-based video conferencing solution that you can use on your personal devices or integrate into conference rooms to enable instant face-to-face communication with remote team members. The true-to-life 4K image quality makes it feel like you're meeting in the same room, and the ultra-high-definition content sharing ensures that the quality and details of your work are maintained during important presentations.
- Monday is a project management tool that enables managers to plan, organize and track their team's tasks and progress in one visual, collaborative space. Monday makes it easy to keep on top of your team's workflow as well as your own.

2. Meet with Employees Regularly:

Another communication method that works is meeting with the team regularly, this helps to improve communication and collaboration. For teams with remote employees, a video conference call is a perfect solution for everyone to be able to meet face to face. Unlike audio calls, video conference calls let you actually see facial expressions and body language so everyone is able to fully understand how something is being communicated. You can also record your meeting for team members who were not able to attend the conference call to review later.

3. Recognize Achievements:

As a manager or team leader, it is important to keep morale high and motivation strong. By recognizing individual and team achievements publicly, you'll show that you notice and care about your team and how they perform. Recognition for achievements can have a positive impact on performance and boost productivity.

4. Give Clear Instructions:

One area where communication tends to fail is in how team leaders communicate instructions. Unclear communication can cause delays or completely stop a project. Make sure you include detailed instructions for every task or project. You can deliver these instructions via email, a project management tool, video chat or all of the above. Clear instructions make it easy for your team to get things right the first time.

5. Create an Open Environment:

To open up the flow of communication, you need to ensure that your team members feel comfortable enough coming to you when they have a problem, made a mistake or have a question. We've all heard the phrase "My door is always open," but that's not exactly easy to do when your team is spread out all over the world. By making it clear to your team that they can reach out to you for anything, whether in person or over a video call, you'll make them feel comfortable and create an open environment of communication.

6. Make Time for One-on-Ones:

In keeping with creating an open environment, it's important to set up one-on-one meetings with each team member to give them the opportunity to come to you with questions, problems or suggestions. One-on-ones are great opportunities to talk to team members about their performance, what they are struggling with and how you can better support them. They may bring some things to light that they may not have felt comfortable sharing in a group environment. One-on-one meetings can also help them feel valued as individuals.

7. Use Visuals

Don't be afraid to utilize different methods of communication to help get your point across. People often miss details if they don't have a visual reference to go back to especially if they aren't great at retaining auditory information. Whiteboards promote creativity and make content visually appealing and easier to absorb and retain. Kaptivo with Lifesize Share lets you capture and share whiteboard content in real time during video conference calls. After the meeting, be sure to send out any slide decks or Kaptivo sessions that were

shared during the meeting as a visual reminder of what was discussed during your meeting.

8. Be Open to Feedback

Managers need to realize that two-way communication is also important. Open communication means that you have to be open to receiving feedback from your team members in order to improve your own communication and leadership management style. Have a system where team members can easily send you feedback, perhaps via email, face to face or anonymously. Encourage team members to give you suggestions on what could be improved for higher employee satisfaction, and, how the team can communicate better with ideas for the future of the company.

Discussion and Result:

Communication plays an important role in how companies work, collaborate and even socialize. Poor workplace communication can lead to a range of issues within an organization.

One study found that 45% of US workers are unhappy with the way senior management communicates and negatively affects employee engagement. This results in employees feeling out of the loop, disconnected and unheard.

By contrast, when employees feel like they are being heard, it creates a positive ideal work environment, increases productivity and fosters innovation in the workplace.

1. A Positive Workplace

A positive work environment begins with a collaborative foundation. Encouraging team members to ask questions and voice their opinions helps them feel empowered, increases team collaboration and gives them a sense of community that will contribute to the group's success. Ultimately, a team that focuses on building team camaraderie is a stronger team that is happy and eager to work together.

2. Increased Productivity

By communicating effectively, you can better understand your employees' skills, experience and talents. This makes it easier to provide clear directions and assign tasks to team members with the most appropriate skills. In addition, implementing effective communication strategies helps teams collaborate better, experience fewer mistakes and increase productivity. In a recent survey of Lifesize users, an overwhelming 99% of respondents agreed with the sentiment that improved communication and collaboration have led to improved productivity for the teams.

3. Greater Innovation

When employees feel that they can communicate their ideas and opinions openly without fear of ridicule, they are far more likely to bring new ideas to the table. By sharing ideas and opening up channels of communication, you can increase innovation within your organization.

Conclusion:

Overall productivity increases when companies have an effective communication strategy in place. Through regular one-on-one and team meetings, you can improve how you communicate in the workplace. However, for global companies with team members located in different cities, communication across the entire organization can be a bit more challenging.

References:

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