

Everyone's Smart University

Project (Spring 2021)

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Effective Communication in Project Management

Introduction:

There are many companies carry out their business tasks using the project-based approach. Projects Leadership is requiring a specific approach to task realization and appropriate management. Appropriate project management is of particular importance for the success of their implementation. which are described in detail by many authors (1). And there are many available tools and systems, we are still seen many project failures or projects experiencing serious problems that result from improper communication management (among others Conboy, (among others Conboy, 2010; Stoica & Brouse, 2013). Adera, O. B. (2013). (2)

There are many available tools and systems, we are still witnessing many project failures or projects experiencing serious problems that result from improper communication management (among others Conboy, 2010; Stoica & Brouse, 2013).

Project communication management ensures timely and appropriate generation, gathering, distribution, storage, and disposition of project information. Open and clear communications are required through Project managers, planners, implementers, and all levels of the organization for project success. It includes having a communication plan, information distribution, Recording, progress reporting, and information sharing system for management and clients (Kwak & Ibbs, 2002). (3) Communication is the best skills of everything and is thus the key to effective project management. Without a common basis for communication, any project for sure is going to fail. Communication is the basis for project performance in any project. Information is power, and those who have these skills will hold the key to project success (Badiru, 2008). (4)

The present paper selected the first step in developing a method of documentation project communication management patterns, and its aim is to identify real-life project communication.

2.0 Literature Review and conceptual framework:

According to PMI's Pulse research, 55 percent of project managers agree that effective communication with all stakeholders is the most important success factor in project management (PMI, 2013). Effective project communication ensures that the right information will reaches the right person at the right time and in a cost-effective side. Communication is the main key to keeping team members, managers, and stakeholders informed and on track to monitoring project goals, as well as identifying problems, risks, misunderstandings, and all other challenges to project completion. Effective communication is a critical component of team effectiveness, in both traditional and virtual teams (Bates et al., 2012). (6) PMBOK® is the most engaged in project communication. The Project Communications Department contains the processes necessary to ensure that project information is created, collected, published, stored and

how it is disposed of in a timely and appropriate manner. It provides the critical connections between people, ideas, and information necessary for success. Everyone involved in the project must be willing to send and receive communications and be in accordance with the "language" of the project and must understand how the communications in which they participate as individuals affect the organization as a whole. Project communication includes: stakeholder identification, communication planning, information distribution, managing stakeholder expectations and performance reporting (PMI, 2008). (7)

3.0 Methodology

Project managers have a responsibility to properly and properly direct communication processes, so that the right people receive the right information. Another important point that project managers must note is that the information conveyed must be sufficiently clear, concise and useful. Sometimes, incorrect information can also lead to misunderstanding and communication, making it difficult for the recipient to communicate, which can lead to poor quality of work. Project managers can also benefit from three types of communication:

3.1 Interactive communication:

is effective communication, which enables all stakeholders to directly interact with all persons associated with the project. the best examples of interactive communication methods are video call, meetings, and phone calls. The interactive communication process is more fluid and it is convenient for stakeholders located in different regions. According to experts, video call is more effective compared to other interactive communication styles. Project managers must choose which medium of communication they want to use to communicate with stakeholders.

Project managers prefer the face-to-face communication method, because they have the opportunity to better explain and communicate the project situation, with graphs and analysis, and they can get their immediate feedback, which will help them change project plans according to the information and data entered by the stakeholders.

Sometimes, and in some cases, stakeholders cannot attend the video conference, and in this case, project managers can contact them and give them all the information.

3.2 Push contacts

in this type of communication, information is sent to the recipients so that it does not require a response immediately. Project managers can use this communication method to send meeting results and other information. They can also use this mechanism to pass information on to stakeholders through a paper statement. Project managers can also send faxes, letters, emails, letters, and status reports using the push notification mechanism. One of the backgrounds that this type of communication is that project managers are not really sure whether or not the information sent to the recipient is properly received. This type of communication will enable them to receive a response and authorize the receipt

3.3 Pull Communication

As the name itself suggests, this method of communication is suitable for people on a large scale, who want access to information at a convenient time for them. Project managers store this information in a data warehouse on the company server or (share folder) in a location that team members or stakeholders can access. The information can be anything from slide presentations, study materials, or training sessions. Project managers can benefit from any of the communication methods mentioned above. Before determining the appropriate connection, project managers must verify all of their options, the number of people, and their location. These are some of the important factors that project managers must take care of before choosing the type of communication.

4.0 Results & Discussion

Aside from the communication methods identified above, there are also still other communication methods that a project manager can choose that serve his requirements over his management method. The only thing they need to ensure is that the information is passed on to all team members and stakeholders associated with the project.

Reference:

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ملاحظة : الدكتور العزیزة سارة هذا البحث المقدم لسعادتك يعتبر التجربة الأولى لي في عالم البحوث ، شكرا لإتاحة الفرصة وآمل أن يكون إجتهداتي يلاقي الصواب وأن يرقى في المرات القادمة لما هو مطلوب وأكثر وشكرا.