

TOTAL SYSTEMS EDUCATION, LTD.

TSE017

PROJECT COMMUNICATIONS MANAGEMENT (*The Practical Approach to Communications*)



Course Description

It's said that in real estate the three most important things are location, location, location. In projects, the three most important things are communications, communications and communications. It's that simple. Communications is THE most important element to successful project management!

This workshop teaches participants strategies and tactics needed to ensure successful communications (even when the team is virtual.) The effective manager will ensure timely and appropriate generation, collection, distribution, storage, retrieval and ultimate disposition of project information. Every project stakeholder should understand how communications affect the project as a whole.

The course is designed to follow the Communications Management Knowledge Area of the PMBOK (Project Management Body of Knowledge) in a very practical way. It certainly prepares participants for on-the-job communication skills, while providing the added benefit of following the PMI® way. Those involved with PMI and the Project Management Professional – PMP program are awarded 5 PDUs or “Contact hours”. Our Global R.E.P. number is 1270.

Upon completion of this module of training, participants will be able to:

- ◆ Understand the importance of PMI's Communications Management Planning in the real-world Project Environment.
- ◆ Understand the Project Manager's responsibility to communicate with stakeholders in a clear and timely manner.
- ◆ Communicate the Project Team needs to Management and Sponsors for successful project completion.
- ◆ Understand and use the various Distribution Methods for Project Information.
- ◆ Understand the special needs of Managing a Virtual Team.
- ◆ Plan and Execute Effective Team Meetings and Conference Calls.
- ◆ Deliver the proper Performance Data in an effective and timely manner.
- ◆ Understand the Importance of “Lessons Learned” Documentation and Project Management Plan updates.

Instructional methods for this five (5) hour module are lecture, discussion, exercises, simulations and workshops. Reference to and inclusion of the PMI® PMBOK are certainly included and applied to real-world situations. Session also has participant discussions and feedback of on-going project situations.



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Course Outline

- I. Introduction and Course Objectives
- II. Communications Planning
- III. Information Distribution
- IV. Performance Reporting
- V. Managing Stakeholder Communications
- VI. Conclusion and Critique

