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ITS Project Management Office Newsletter

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A Director's Perspective

One of the most important aspects of communication for any project manager (PM) is to identify and understand your audience's needs. This is especially critical when it comes to communicating with your primary stakeholder and executive sponsors. These people are extremely busy, so every PM should make sure to give them what they want, not what you think they need.

Make sure you identify early on in your project the type of communication, format, and level of detail people desire. Then make sure you validate that it is working and don't be afraid to adjust. This not only works well for upper management but teams as well. Communicate well and your project will be on the track to success!

Jim Sibenaller
ESS Director

EMERGE COURSE DATES

Take a Project Management class to learn the basics or advanced tools, techniques, and resources to successfully run a project.

♦ June 21

♦ September 25

♦ October 24

♦ November 5

To register, please visit:
LUC.edu/emerge

LEVELS OF COMMUNICATION

Heather Tomley Chester, Sr. PM

When working on a project, it's very important to confirm how information will be shared within the team and with project stakeholders and external groups that may be impacted by the project and to choose what medium will be used to convey that information.

PMI's PMBOK 6th Ed defines Project Communications Management as the "processes necessary to ensure that the information needs of the project and its stakeholders (the projects customers) are met through development of artifacts (documents) and implementation of activities (milestones & action items) designed to achieve effective information exchange (how information is shared managed, with who, how often and when" (pg. 359).

To illustrate levels of communication, think about how the project manager of the annual Loyola Gives initiative shares information:

- Call to Catholic Charities to understand the organization's needs, Loyola's commitment, and establish key dates
- Email Loyola leadership for department volunteers
- Develop the department's team agenda
- Create emails and flyers requesting participation

The information shared and through which mechanism are all different in this example—both are important for understanding their impact on a project's success.

HOW TO CREATE A COMMUNICATION PLAN

Florence Yun, Sr. PM

Having a project communication plan is a critical part of any project. How well you communicate throughout the life cycle of your project can make a difference between success and failure.
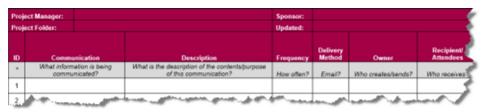
During the planning phase of your project, you need to create a high-level communication management plan that defines the general communication requirements for your project.

This plan should include:

- The plan's purpose and approach
- The audience

- Communication goals and objectives
- Communication tools, methods, and frequency
- High-level project communication messages, and
- Measure of success

Using a communication plan template to create your communication action plan is recommended. You can download the template from our PMO website: Project Management Templates.

Project Manager:			Sponsor:			
Project Folder:			Updated:			
ID	Communication	Description	Frequency	Delivery Method	Owner	Recipient/ Attendees
*	What information is being communicated?	What is the description of the contents/purpose of this communication?	How often?	Email?	Who creates/sends?	Who receives?
1						
2						

STRATEGIES IN COMMUNICATION: EMAIL VS. FACE TO FACE

Mary Bunker, Sr. PM

Communication can be one of the keys to the overall success of a project. How you communicate with your colleagues requires careful consideration. For instance, are you using the right medium to communicate? Should you send an email, call, or stop by someone's office? Are you communicating too much information or not enough?

Despite the prevalence of e-mail, there are situations where face-to-face communication is more effective. Email is appropriate for quick communication to a group of people; however, it can be susceptible to being misread or misinterpreted. It may be also difficult to establish the right tone with an email. Furthermore, recipients may become desensitized to emails that are too long and are not completely clear and to the point.

While e-mail is a great advance in organizational communication, employees should know that face-to-face communication is more effective in many cases. In addition, face-to-face communication can build relationships, convey special importance, and provide greater motivation than an e-mail.

In short, it is important to consider the most appropriate channels and develop a strategy for communication; paying attention to the effectiveness of each medium will lead to optimal results for the project.

METHODS OF COMMUNICATION

Warren Francis, PM

Communication is one of the most desirable qualities that any project manager should have. It plays a critical role in project management. Without communication your team is lost on what they are supposed to do or when. If your team doesn't know what's going on, as a project manager, you will not be able to monitor the progress on your project. Not knowing what's going on can lead to the failure of the project.

Project managers need to have clear communication with all levels of the project. This includes everyone involved with the project from top to bottom. Communicating unclear information can lead to poor assumptions that lead to a poorly run project.

Communication that is either nonverbal, oral, or written, to convey a message and to rely on the same to attain feedback is effective communication. There are three types of communication:

- Interactive communication
- Push communication
- Pull communication

Interactive Communication
Interactive communication is multidirectional between two or more parties. We think of this information as "live."

When you need to get an immediate response or you're communicating sensitive information that you don't want misinterpreted, you use interactive method of communication. Most project managers prefer to interact in person with their project team. Other types of interactive communication include meetings, phone calls, instant messenger, and video conferencing.

Push Communication
Push communication is usually when one is distributing information. Think of it as communication that is sent from one person to several recipients: it is a "one-to-many" communication. The type of response is not time sensitive. The recipient is responsible for some type of action once they receive the message. Types of push communication include letters, memos, reports, faxes, voicemails, blogs, and press releases.

Pull Communication
Pull communication is all about providing a group access to common information. This information is not sent to several recipients; rather the recipients come and collect the information from the central source. The receiver, however, must recover this information. This method is used for a large audience who require access very large volumes of information. Types of pull communication include Intranet sites and knowledge repositories (i.e. Office 365, box, SharePoint, etc.).

CONTACT US:

To reach out to the PMO with any questions, comments, to ask about an engagement, or to just send us a message, please reach out to us at:

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