Communication Management

Process and methods

Process:

Planning

Distribution

Performance reporting

Manage stakeholders

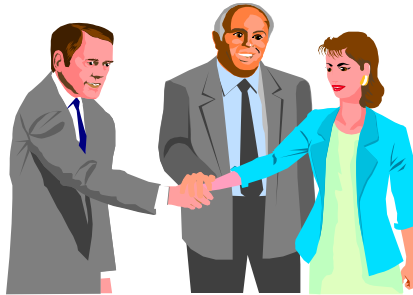Identify stakeholders

Plan communi-cations

Distribute informations

Manage stakeholders expectations
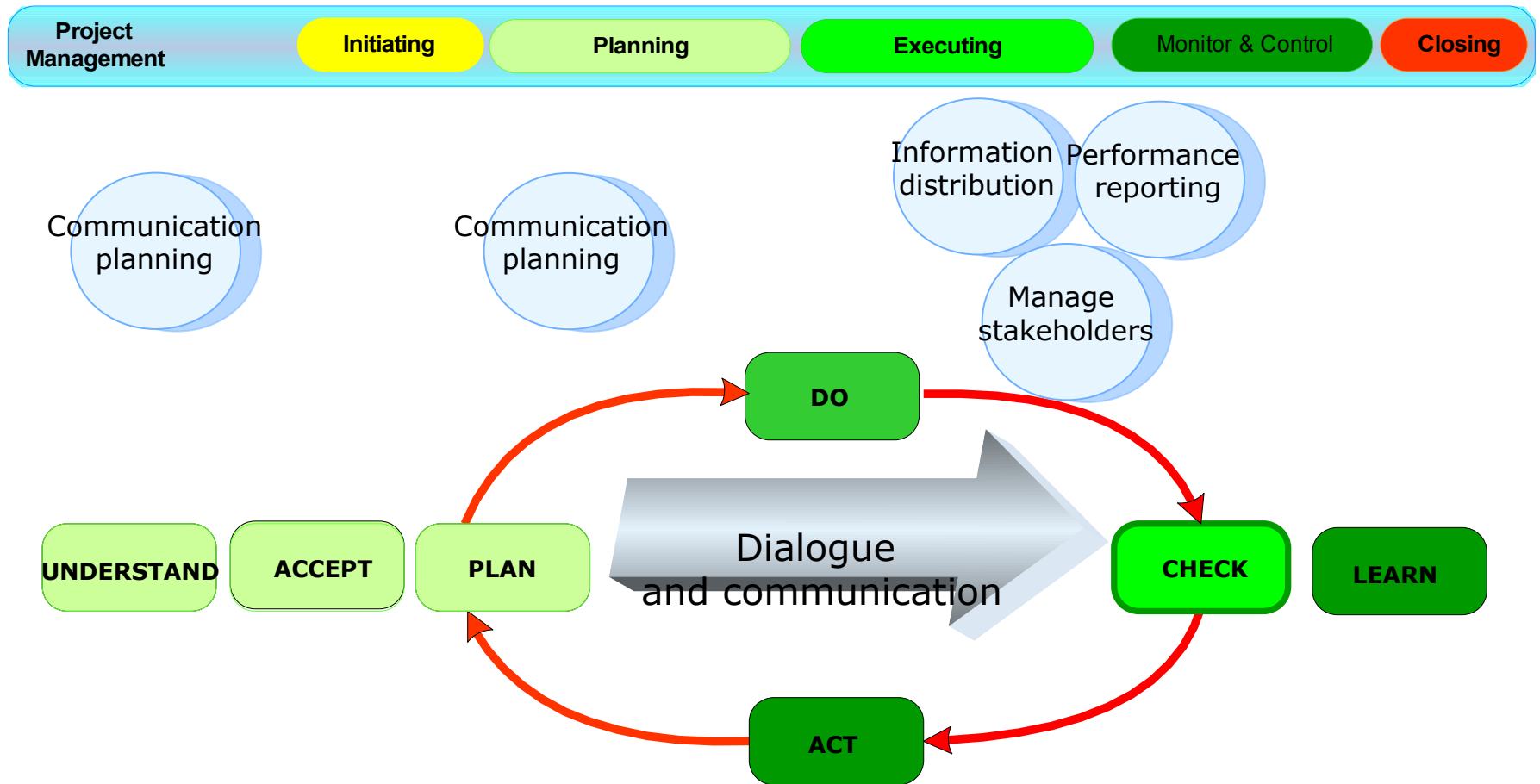
Report performance

2(1)/2 = 1 Channel

5(4)/2 = 10 Channels

According to the number of people involved in the communication, the number of channels increases after this formula:

Number (number - 1)/2 = Channels

*Example: 10 persons 10*9/2 = 45 Channels*

When and how to do Communication Management

| Project Management | Initiating | Planning | Executing | Monitor & Control | Closing |

Communication planning

Communication planning

Information distribution

Performance reporting

Manage stakeholders

UNDERSTAND — ACCEPT — PLAN — **Dialogue and communication** → DO → CHECK — LEARN

PLAN → DO → CHECK → ACT (cycle)

Communication Planning

Information analysis	Project	Page

Stakeholder	Information	When	From	To	Treatment

Communication plan

Stake-holder	Informa-tion	When	Treat-ment	Media	How often	Purpose	Responsi-bility - perform	Responsi-bility - accept

Communication planning

Media:
Oral
Meetings
E-communication
Information channels

Skills:
Presentation
Facilitation
Relations (social intelligence)

Strategy:
Media
Skills
Stakeholders

Action and communication

Information distribution:
Information gathering, retrieval and distribution
Systems, procedures, processes and tools

Lessons learned:
Processes and tools

Organization:
Steering committee
Project

Success Improvement Stop

Performance reporting

Contents:
Status and forecast based on remaining
Risk, Changes and Problems
Performance at Work, Time and Cost
Consequences
Suggestions

Reporting meetings:

Project

Steering Committee

Program

Portfolio

Communication

PMO:

Consolidate information

Can do all the work except of suggestions

For Top management, Business, Capability and Projects
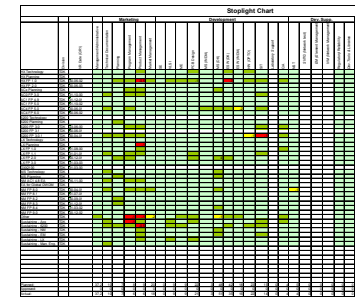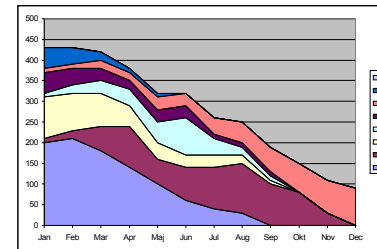
Performance reporting

Business
- Surveillance
- Prioritizing
- Scheduling
- Business Strategy Implementation
- Program Management
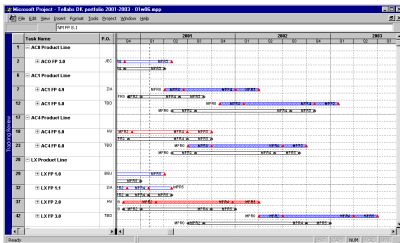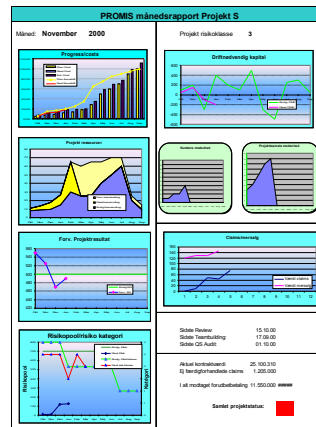- Coordination
- Risk Management
- Timing

Top Management
- Surveillance, Prioritizing
- Analyzing consequences
- Aggregate data and make management information

Capability
- Resources
- Competences
- Through-put (effectiveness)
- Bottle-necks
- Prioritizing
- Risk Management
- Timing/Time-boxes
- Functional strategy implementation
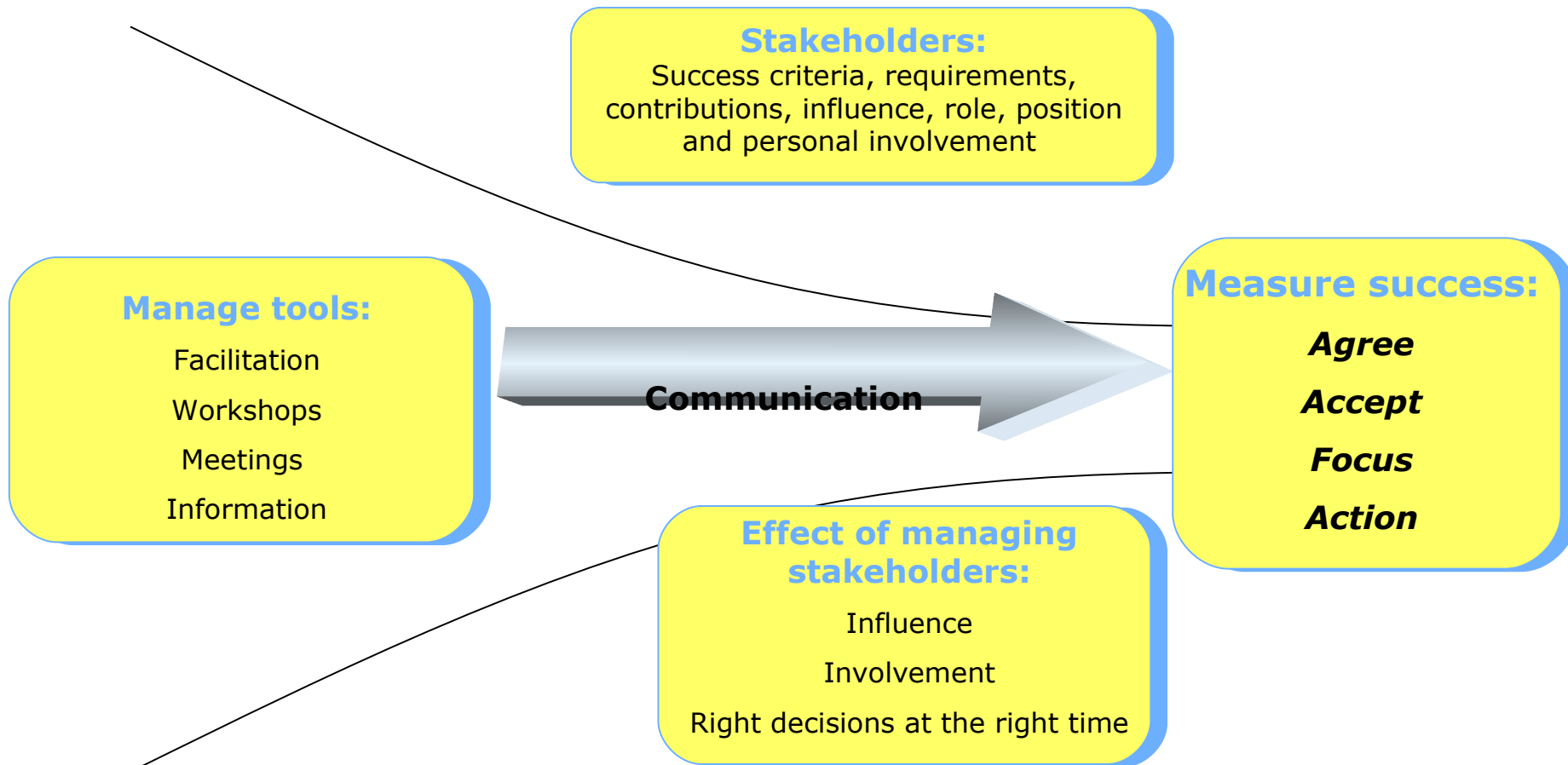   - Knowledge
    - Technologies

Project
- Controlling, Surveillance, Prioritizing
- Analyzing consequences
- Review project, Facilitate project process

Manage Stakeholders

Stakeholders:
Success criteria, requirements, contributions, influence, role, position and personal involvement

Manage tools:

Facilitation

Workshops

Meetings

Information

Communication

Measure success:

Agree

Accept

Focus

Action

Effect of managing stakeholders:

Influence

Involvement

Right decisions at the right time

7 Good habits in Communication Management

Think
Time-out
Trust

Proactive

Open dialogue

Telling
Tailored
Talent
Thanking

Transforming
Target

Integrated in daily work

Be perspective

Timing
Tempo
Tracking
Tuning

All involved

"Be" there, empathy

Questioning