

INTRODUCTION OF 9 KNOWLEDGE AREAS

Project Communication Management



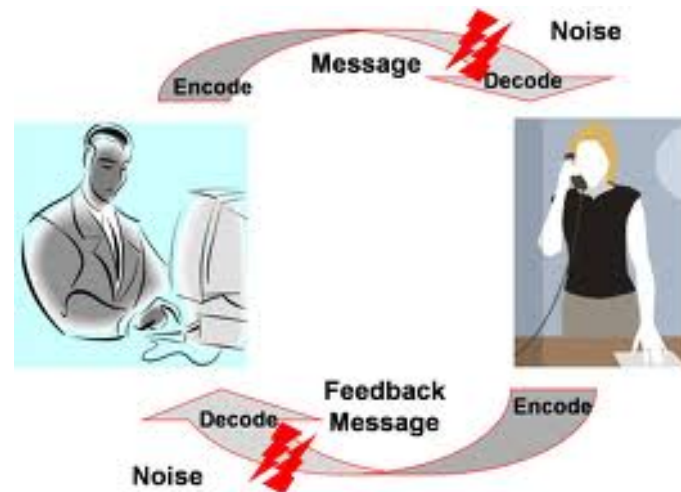
CONTENT

- DEFINITION
- OBJECTIVES
- BENEFITS
- PROJECT STAKEHOLDERS
- PROJECT COMMUNICATION
MANAGEMENT PROCESSES
- SUMMARY



DEFINITION

- Managing inter-relationships and inter-personal communications.
- Communications planning.
- Change and process management.
- Context and environment awareness.
- Analytical skills.



OBJECTIVES

- To develop and enhance internal business relationship.
- To establish communication channels & develop stronger internal and external relationship.



BENEFITS

- Better internal & external knowledge of government processes.
- Higher levels of acceptance of the work methods proposed.
- Reduce level of skepticism through knowledge.
- Better client / customer contact.

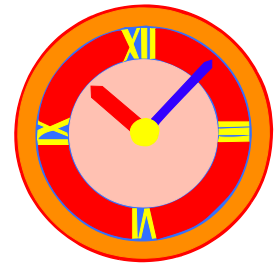


PROJECT COMMUNICATION INVOLVES:

Generating, collecting, storing, retrieving
and ultimate disposition of project information



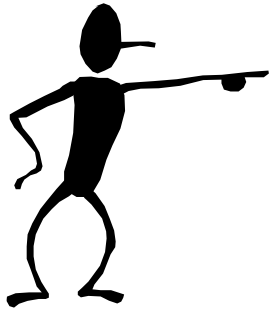
... in a timely manner



...to the appropriate stakeholders.



WHO ARE THE STAKEHOLDER OF A PROJECT??



- ❑ Individuals & organizations who are actively involved in a project;
OR
- ❑ Those whose interests maybe *positively or negatively* affected as a result of the project execution or essful completion.





PROJECT STAKEHOLDERS

- Sponsor
- Project Manager
- Customer/User
- Performing Organization
- Project Team Members
- Project Management Team
- Influencers

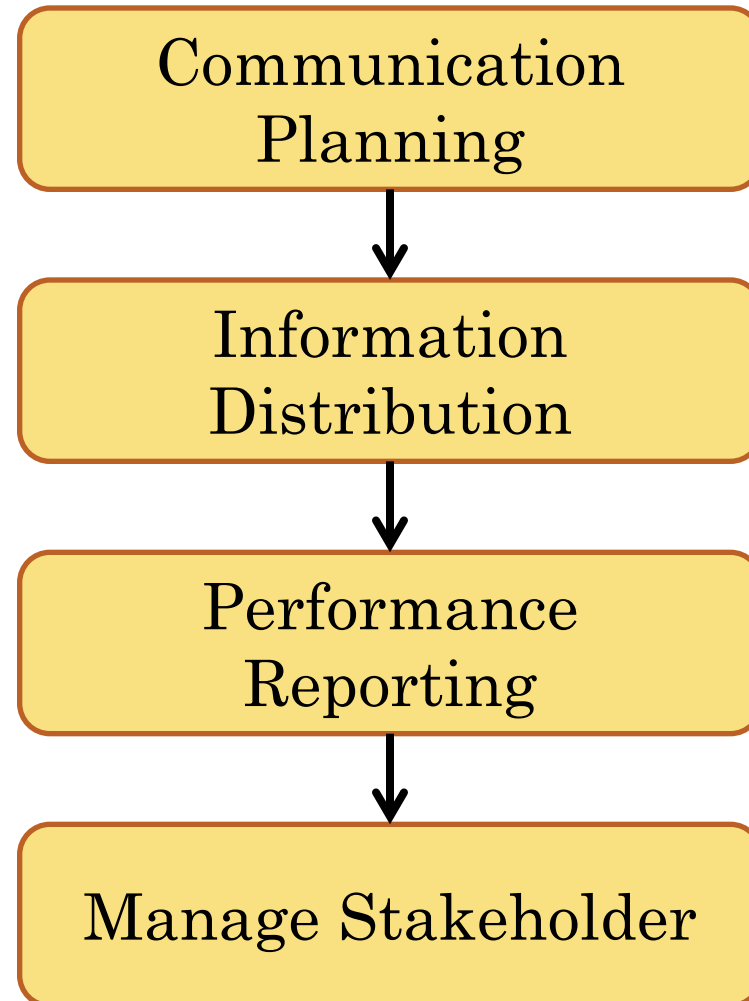


STAKEHOLDER INVOLVEMENT

- Creating the project vision.
- Agreeing the objectives.
- Identifying the benefits.
- Determining the dependencies.
- Selecting from among the solution options.
- Acquiring the capabilities.
- Implementing the changes.
- Tracking the benefits.



PROJECT COMMUNICATION MANAGEMENT PROCESSES



COMMUNICATION PLANNING

INITIATION
PLANNING
EXECUTION
MONITORING & CONTROL
CLOSING

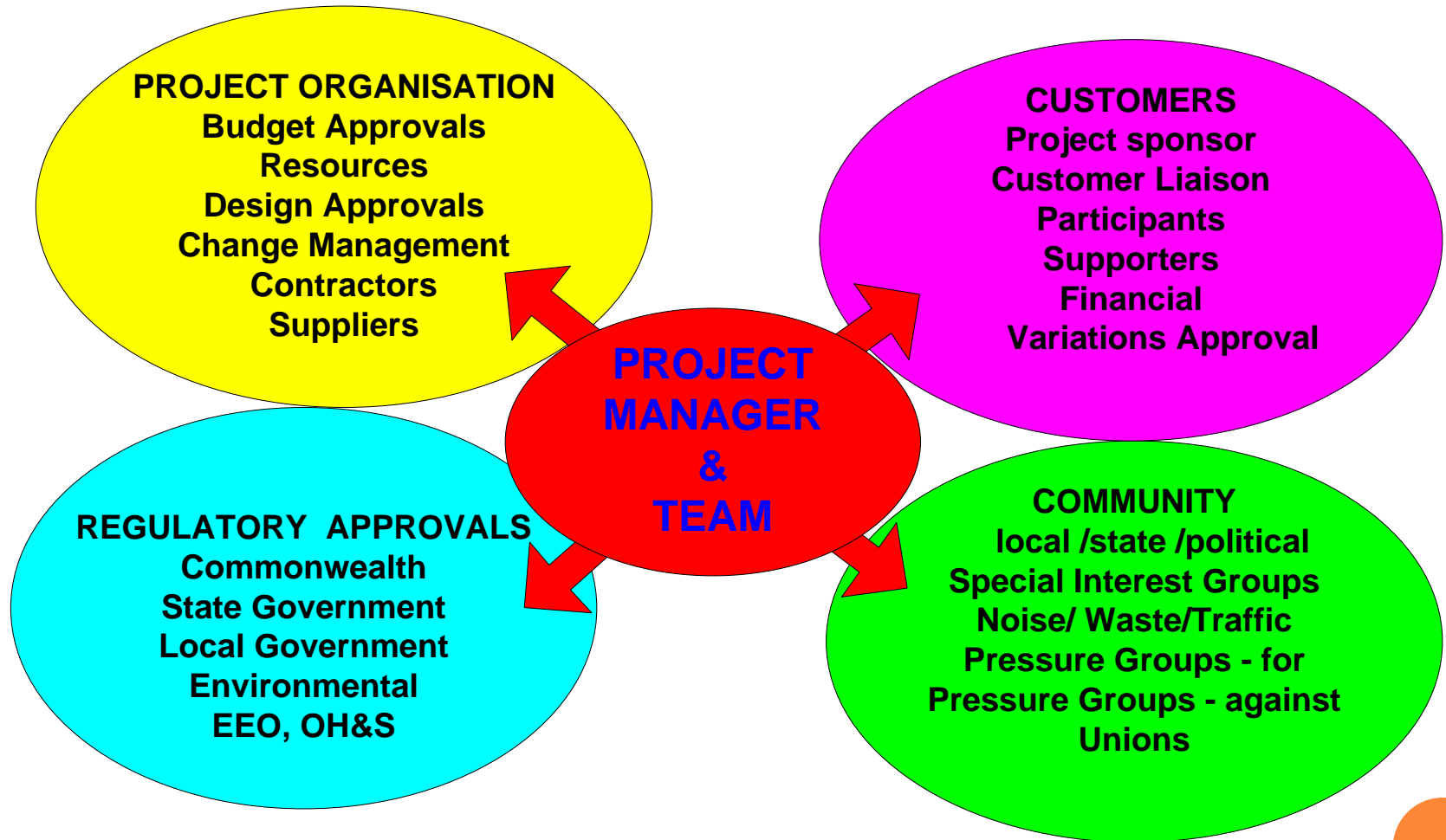
Stakeholders need:

- What information?
- How to communicate the information
- When these information are needed?

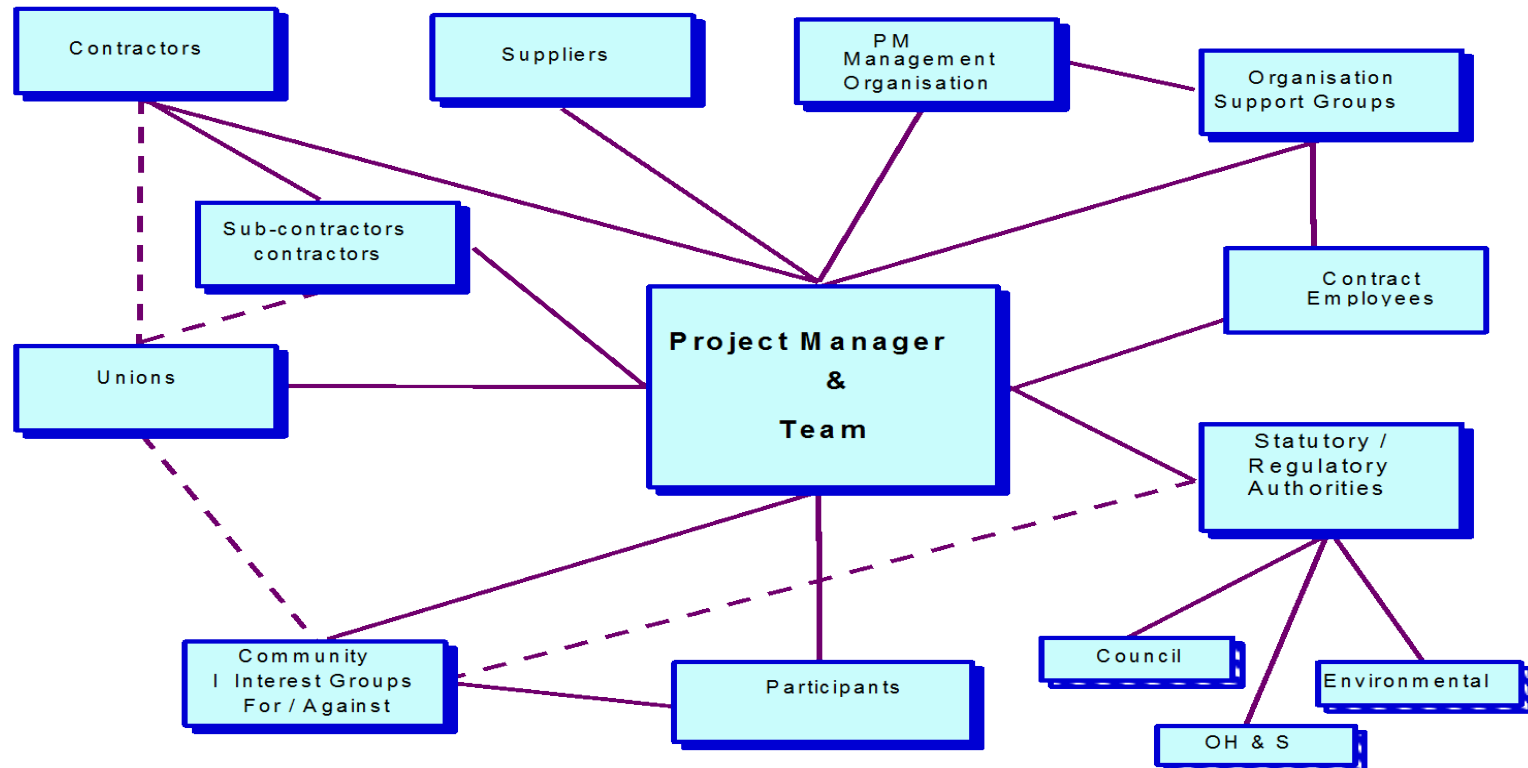


Which stakeholders
... needs what information
... by when and
... how to reach them

COMMUNICATIONS SPAN OF CONTROL

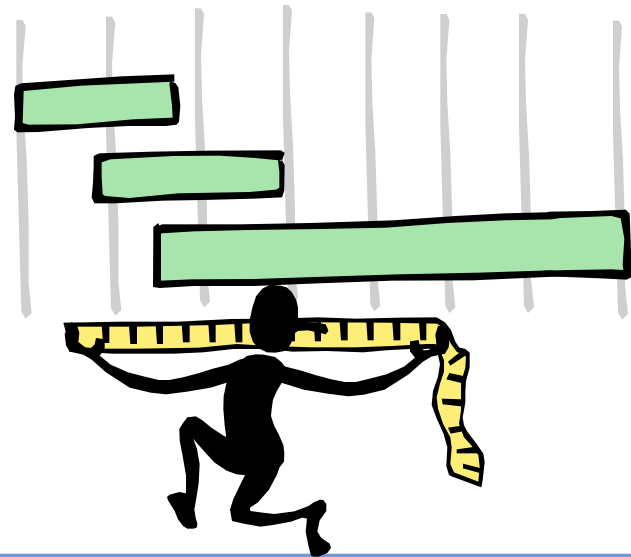


COMMUNICATION NETWORK DIAGRAM



COMMUNICATIONS MANAGEMENT MATRIX

The Communication Matrix template illustrates the types of meetings and reports that will be used throughout your project.



EXAMPLE

7	PROJEK: USIM - FAKULTI SAINS & TEKNOLOGI								DISEDIAKAN: CIK NORHAYATI												
8	PENGURUS PROJEK :PN JAMALIAH HASSAN (KPPK UPT2)								TARIKH: 13.7.2010												
9																					
10			PASUKAN PENGURUS PROJEK				JKR		PELANGGAN			KONTRAKTOR		PERUNDING							
11	PEGAWAI BERTANGGUNGJAWAB		PP	WPP(U)	SISS	NH	WPP(P)	HODT	TKP 1	KPT	USI M	FST	UJSB		T&T	JB	YJA	JPI	PD	MP	ZC
12																					
13	Mesyuarat																				
14	1	Pra-pembinaan	C,A	P	A	M	A	A		A	A	A	A		A	A	A	A	A	A	A
15	2	Tapak	C,A	P	A	A	A	A		A	A	A	M		A	A	A	A	A	A	A
16	3	Teknikal		A	A	A	A						P,M,C		A	A	A	A	A	A	A
17	4	Koordinasi											P,M,C		A	A	A	A	A	A	A
18	Laporan																				
19	1	Kemajuan	C	C,R	C,R	R	R	R		R	R		P,M		R	R	R	R	R	R	R
20	2	EMP	C	C,R				R					P,M								
21	3	Qualiti Assurance & Quality Control	C	C,R	C,R	R	R	R		R	R		R		P,M	R	R	R	R	R	R
22	4	Kesihatan & Keselamat (OSH)	C	C,R	R	R	R	R			R		P,M		R	R	R	R	R	R	R

Allotment responsibilities as appropriate

R	Receive Report
A	Attends & Report
P	Prime Responsibility
C	Consult prior to meeting report
M	Prepare minute / report

PP	Pengarah Projek
WPP (U)	Wakil Pengarah Projek Utama
SISS	Sheikh Ismail Sheikh Salleh
NH	Noorhayati Hamid
WPP(P)	Wakil Pengarah Projek Pakar
HODT	Head of Design Team
TKP1	Timbalan Ketua Pengarah 1

INFORMATION DISTRIBUTION

INITIATION
PLANNING
EXECUTION
MONITORING & CONTROL
CLOSING

Making needed information
available:

- to the right stakeholders;
- in a timely manner.



Frequency?
..daily
..weekly
..monthly

How?

... meetings
... reports
... briefing
... ICT
...



PERFORMANCE REPORTING

INITIATION
PLANNING
EXECUTION
MONITORING & CONTROL
CLOSING

- Collect & distribute performance information.
- Includes: status reporting, progress measurement, forecasting.



MANAGE STAKEHOLDER

INITIATION
PLANNING
EXECUTION
MONITORING & CONTROL
CLOSING

- Manage communications to satisfy the requirements of stakeholders.
- Resolve issues with stakeholders.



MANAGING STAKEHOLDER

INITIATION

PLANNING

EXECUTION

MONITORING & CONTROL

CLOSING

The Project Management team must identify the stakeholders, determine their requirements, & then manage & influence those requirements to ensure a successful project.



MANAGING STAKEHOLDERS INVOLVE:

INITIATION
PLANNING
EXECUTION
MONITORING & CONTROL
CLOSING

- Identifying stakeholders.
- Assess their knowledge & skills.
- Analyse the project to ensure their needs are met.
- Keeping them involved.
- Getting their sign-off & formal acceptance during closure.















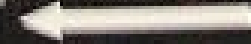


EASY LOAN (RM 500 - RM 25,000)

EMAS & HANDPHONE BOLEH MEMINJAM WANG



CHEW JU LI & CO.
周裕麗律師樓
Advocates & Solicitors
提協者 & 法律顧問
Peguambela & Peguamcara



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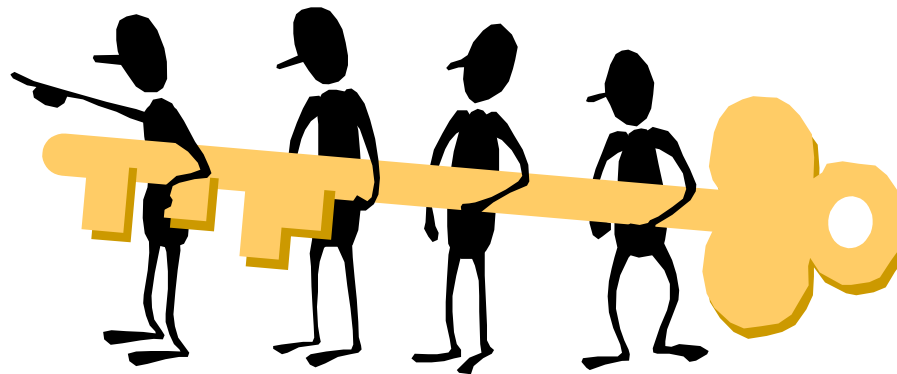
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PRESS UP TO GO UP
PRESS DOWN TO GO DOWN

SUMMARY

THE KEY TO PROJECT COMMUNICATIONS RELY LARGELY ON ...

Your own ability to transfer and receive
project information with others in a
tactful and objective manner!!!



QUOTE

“Motivation is everything. You can do the work of two people, but you can't be two people. Instead, you have to inspire the next guy down the line and get him to inspire his people.”...Iacocca Lee



TERIMA
KASIH!

