

JKR Performance Based Standardized Project Management Training Workshop (Basic)

PROJECT COMMUNICATION MANAGEMENT

Cawangan Pengurusan Projek Kompleks

Overview of Project Communication Management



- Definition
- Objective
- Benefit
- Communication Management in the Project Cycle
- Project Communication Management Process



Definition of Communication Management

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





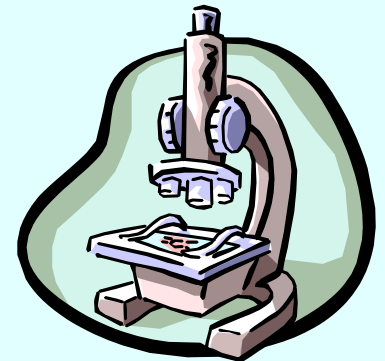
Objective of Communication Management

to develop and enhance internal business relationship

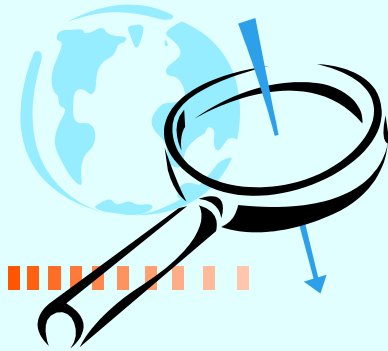
- to establish communication channels & develop stronger internal and external relationship

Benefit of Communication Management

- better internal & external knowledge of JKR process
- higher levels of acceptance of the work methods proposed
- reduce level of scepticism through knowledge
- better client / customer contact



Communication in the project lifecycle



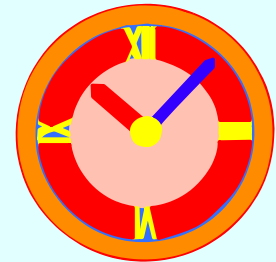
- Planning Phase
- Design Phase
- Procurement Phase
- Construction Phase
- Handover Phase

Project communication involves;

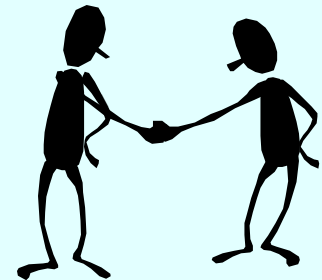
Generating, collecting, storing, retrieving
and ultimate disposition of project information



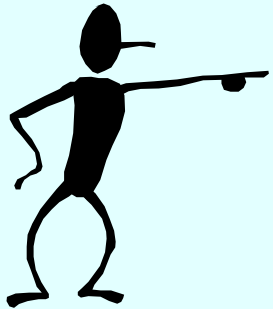
... in a timely manner



...to the appropriate stakeholders



Who are the stakeholder of a project??

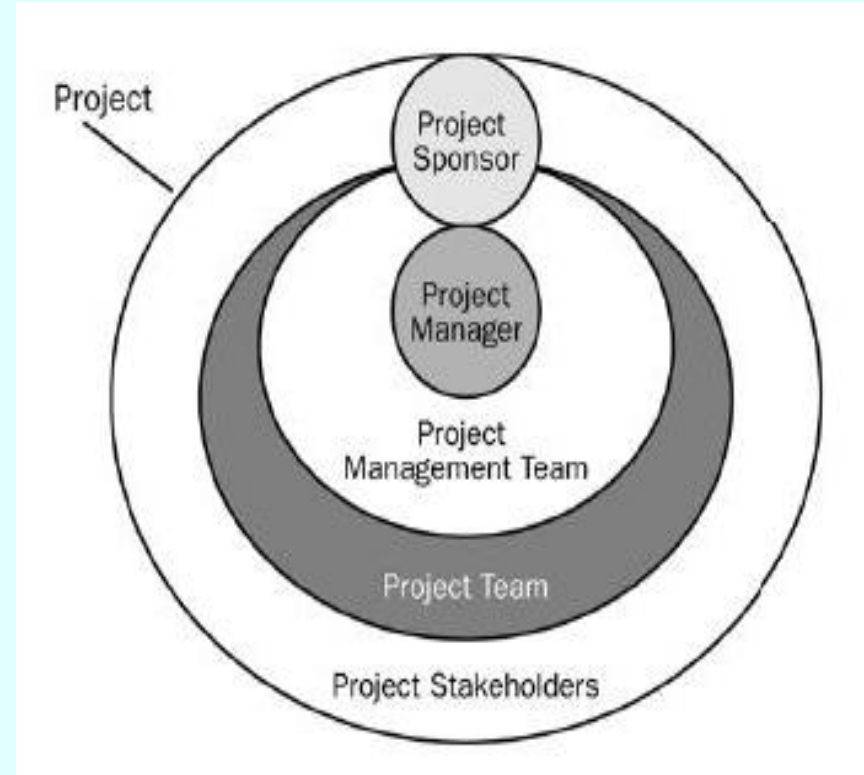


- ❑ Individuals & organizations who are actively involved in a project OR
- ❑ Those whose interests maybe *positively or negatively* affected as a result of the project execution or successful completion



Project Stakeholders

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

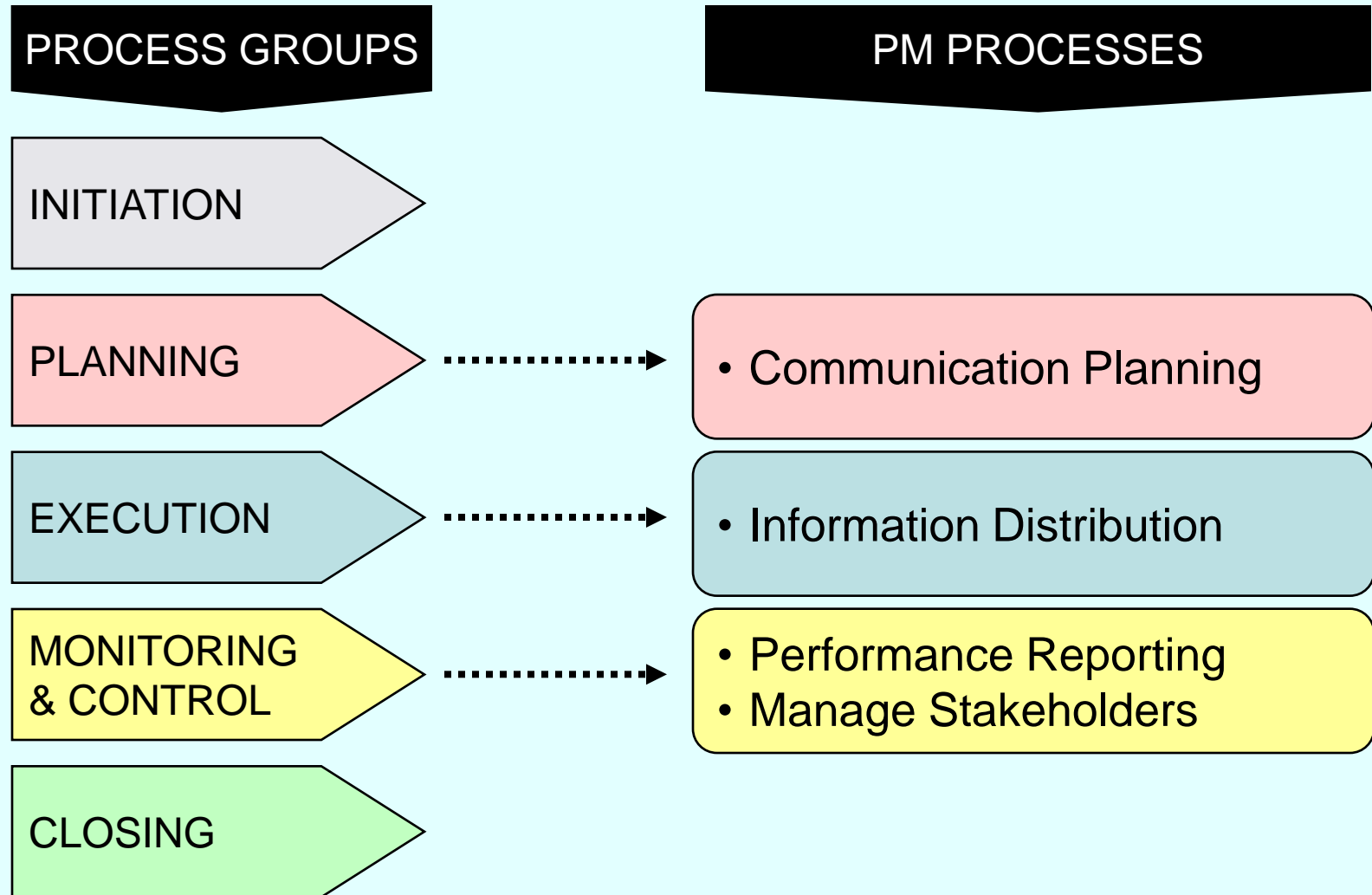


Stakeholder Involvement

- 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 Process



Communication Planning

Stakeholders need:

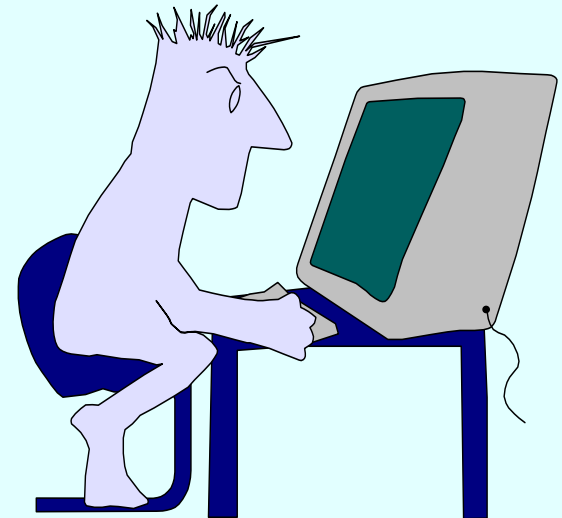
- What information?
- How to communicate the information?
- When these information are needed?

| |
|-----------------------------|
| COMMUNICATION PLANNING |
| INFORMATION DISTRIBUTION |
| PERFORMANCE REPORTING |
| MANAGE STAKEHOLDER |

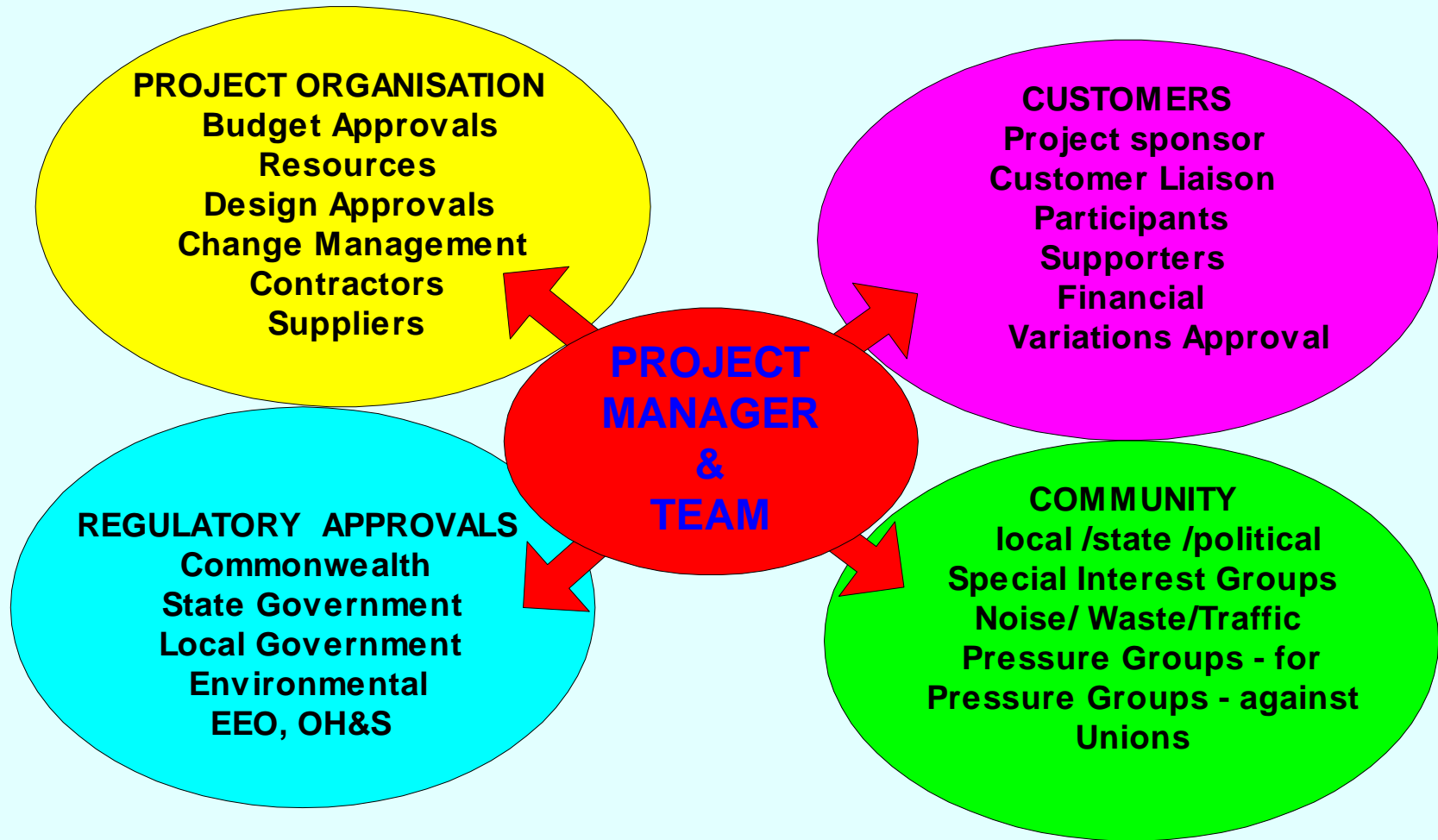
Which stakeholders
... needs what information
... by when and
... how to reach them

Project Communications planning should include:

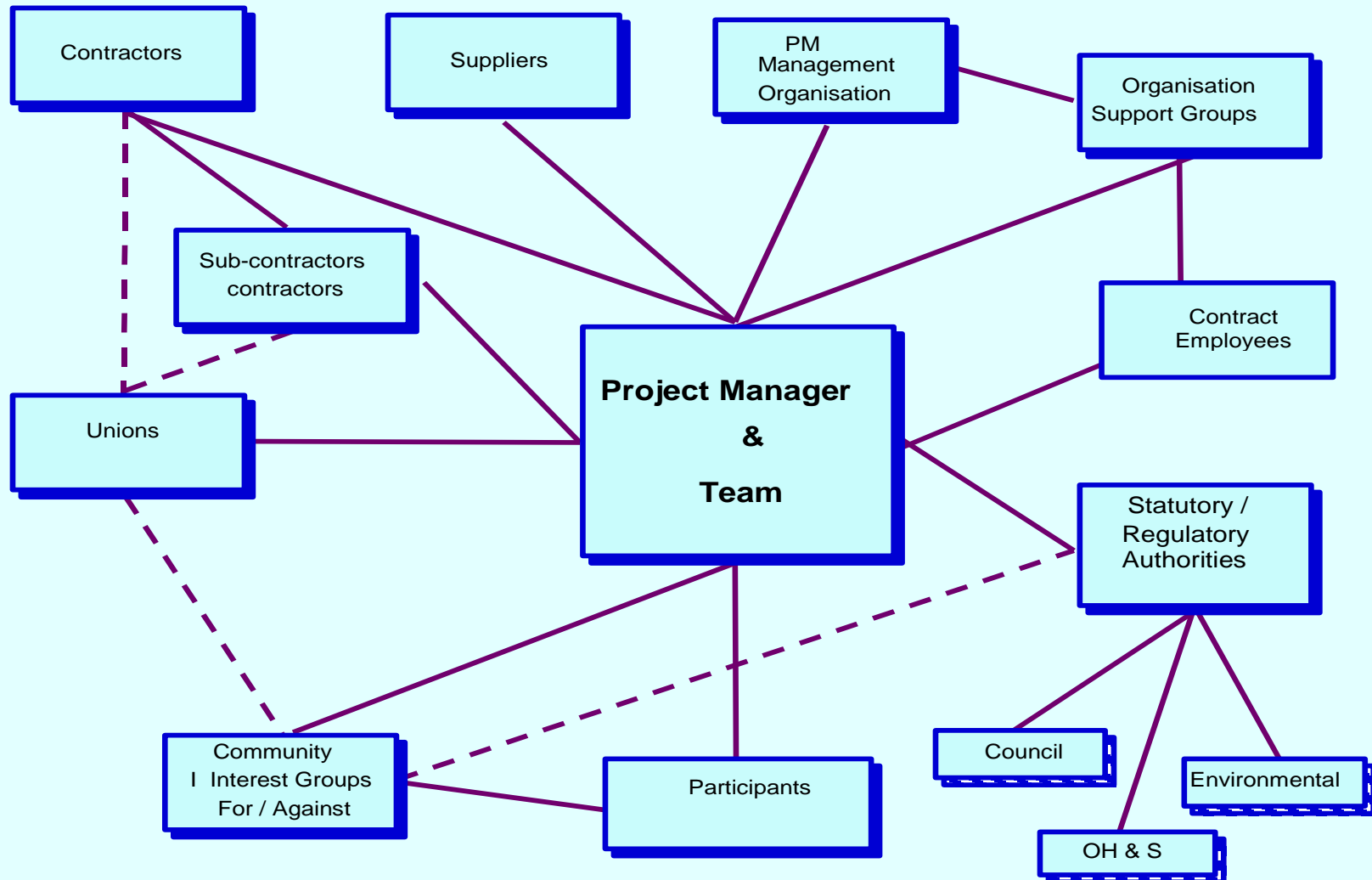
- Project Office requirements
- Project Network Diagram
- Roles and responsibilities for key staff
- Contacts list
- Media to be used
- Reporting and reports
- Meetings
- Communications Matrix



Communications Span

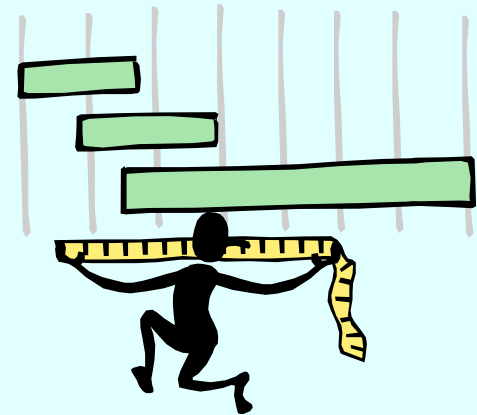


Network Diagram



Communications Management Matrix

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



SCHEDULED REPORTS & MEETINGS

PROJECT:

PROJECT MANAGER :

PREPARED BY:

DATE OF PREPARATION:

REVIEWED:

| | mM Team | | | Organisation | | | Contractor | | Others | | | |
|----------------|---------|--|--|--------------|--|--|------------|--|--------|--|--|--|
| Participant ID | | | | | | | | | | | | |

REPORTS

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MEETINGS

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Consider the Reports and meetings required, the subject and frequency (weekly, monthly, milestone, phase)

Abbreviations Key:

P – Prime responsible for activity

M – Prepares and distributes Minutes/distributes

R - Receives Report

A – Attends & receives Minutes

B – Receives Minutes only Report

C – Consulted prior to meeting or report writing

Information Distribution

Making needed information available;

- to the right stakeholders
- in a timely manner

| |
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| COMMUNICATION PLANNING |
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| MANAGE STAKEHOLDER |



Frequency?

..daily
..weekly
..monthly

How?

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



Performance Reporting

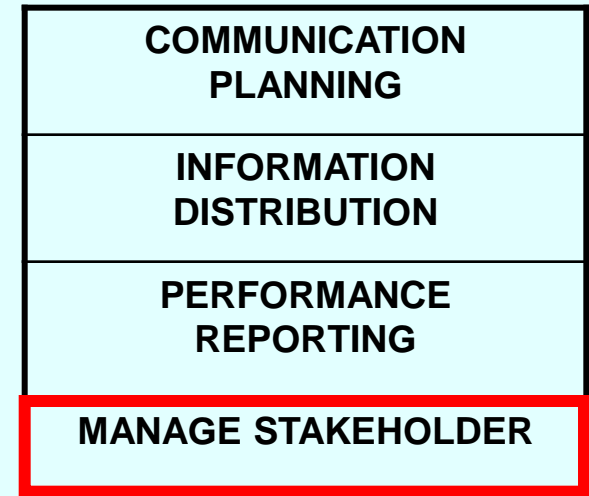
- Collect & distribute performance information
- Includes: status reporting, progress measurement, forecasting

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Manage Stakeholder

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





Managing Stakeholder

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

Managing Stakeholders involve:

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





Constructive Feedback

- see for yourself every time possible
don't rely on hearsay or rumor
- give feedback as often as possible
definitely more encouragement than not
- give positive feedback first preface
criticism with "if I suggest..."
- describe rather than judge
- focus on behavior, not on traits
you can change behavior but not personality

What went wrong ?

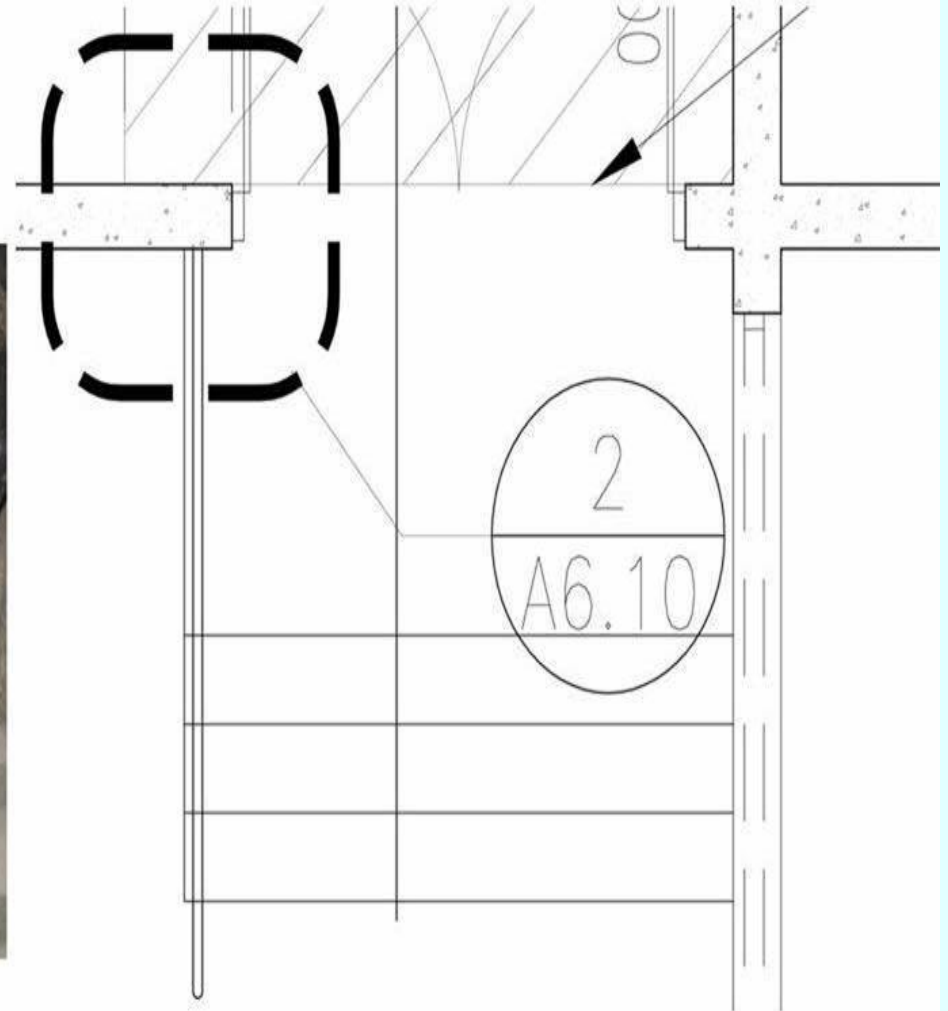
People ... Problems?? !



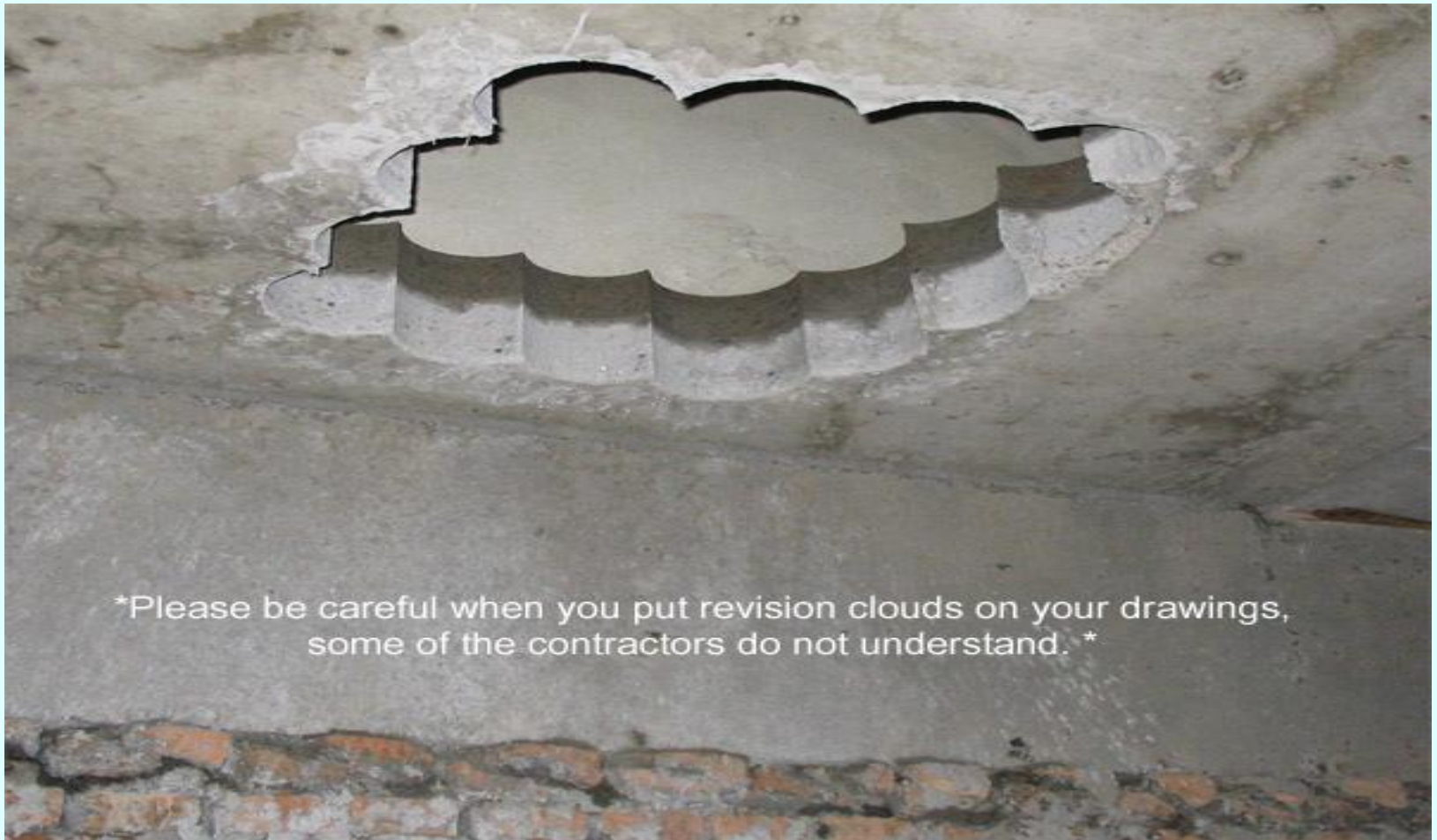




Constructed according to drawings??...no. 1



Constructed according to drawings??...no. 2



*Please be careful when you put revision clouds on your drawings,
some of the contractors do not understand. *











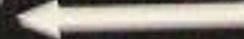


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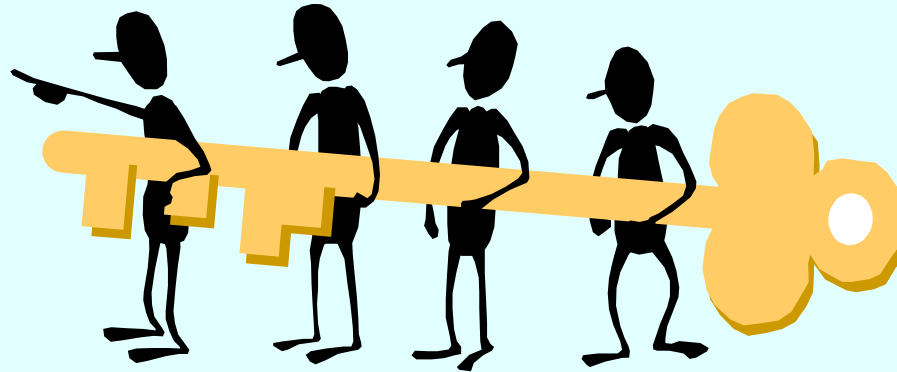
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PRESS UP TO GO UP
PRESS DOWN TO GO DOWN

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