



Course Outline

Project Communications Management

Course Number: PJM206

Course Length: 2 Days

Credits: 1.4 CEUs / 14 PDUs

Course description

Managing project communications is one of the most important duties of a project manager. Project managers must keep project owners, team members, management, subcontractors, and others informed of project status, while constantly evaluating where the project is and where it is going. This course helps project managers assess their project communication needs, plan for meeting those needs, and effectively communicate project status and forecasts throughout the project life-cycle. This course is 100% compliant with the Project Management Institute's (PMI's®) current Project Management Body of Knowledge (PMBOK®).

Who should attend

This course is primarily designed for new and experienced project managers and supervisors who want to upgrade their project communication management skills; the course is particularly helpful for new project managers and for project managers working in multi-stakeholder project environments. Individuals taking this course should have at least two years of experience working on project teams.

What you will achieve

- The ability to analyze your project communication requirements for keeping internal and external project stakeholders informed of project status
- The ability to create a functional, practical, project communications plan
- The understanding of what communication tools are most effective in what circumstances
- The ability to effectively communicate project status, integrating information regarding project schedule and cost

What you will learn

- Communications in the PMBOK® Framework - how the processes of Project Communications Management interact with each other and with other knowledge area processes
- Communications Requirements Analysis - how to plan for project communications by identifying internal and external project stakeholders and their information needs
- Project Communications Plan - how to develop a project communications plan, with special emphasis on planning for communicating in a multi-stakeholder environment
- Information Distribution - how to plan and manage your communication channels, and monitor their effectiveness
- Performance Reporting - how to effectively keep stakeholders informed of project progress
- Managing Stakeholders - how to manage project communications to satisfy the needs of, and resolve issues with, project stakeholders





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Agenda

Day One

- Course Introduction
- Overview of Project Communications Management
- Managing Stakeholder Needs
- Communications Planning
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Day Two

- Information Distribution
- Performance Reporting
- Managing Stakeholder Issues

