



## Developing High Impact Project Communications

### Course Description

Do you experience communication-related problems on projects? Does your team struggle with knowing how, when, and what to communicate? Over 90% of what a project manager does is communication-related. This 2-day course is designed for project managers, program managers, and team members who wish to improve communication effectiveness. This course goes beyond the basics to help you integrate all aspects of project communications for high positive impact on project outcomes.

### Course Objectives

At the completion of this course, students will be able to:

- Utilize core skills needed in Project Communications Management
- Plan, manage, and control communications more effectively
- Practice communication methods using a variety of tools and techniques
- Use essential soft skills like communication models and types, and teambuilding
- Apply knowledge of central themes in communication and leadership theory, such as negotiation, personal agency and leadership styles

### Course Outline

#### Communications Management Core Best Practices

- Project Communications Overview
- Project Communications Framework
- Five Facets of Communications Management
  - Identify Stakeholders
  - Plan Communications
  - Send and Receive Information
  - Manage Stakeholder Expectations
  - Report and Manage Performance
- Project Integration and Communications Management

#### Communications Management: Practical Considerations

- Communication Types and Methods
- The Sender-Receiver Model of Communications
- Techniques, Tools and Technology
- Working with Virtual Teams
- Communication and Team Meetings

#### Critical Themes in Communications Management

- Cultural Impacts
- Teambuilding
- Negotiation, Influence and Agency
- Power Dynamics and Appreciative Inquiry

#### High Impact Communications for Project Success

This special module is an opportunity for students to synthesize their communications practices throughout their projects. As such, it is comprised of hands-on exercises that reinforce what the students have learned during the first three modules, and that integrate these skills to build a stronger capacity within the students for managing communications throughout the project management life cycle.

#### Conclusion

- Summary & Review
- Action Plan: Use what you have learned
- Recommended Reading
- Q & A
- Where Do You Go from Here?

### Duration & Units:

2 Days, 14 PDUs/Contact Hours

### Level of Knowledge



Beginner

Intermediate

Advanced

### Audience:

This course is designed for experienced project managers, team leaders, and team members who wish to improve communication effectiveness. This course goes beyond the basics to help integrate all aspects of project communication for a high positive impact on project outcomes

### Course Benefits:

- Utilize foundational skills needed in project management communication
- Incorporate essential communication models and types, and teambuilding
- Develop, manage and execute communication more effectively

### Course at-a-Glance:

- 2 Days, 14 PDUs/Contact Hours
- 8 am to 4 pm daily

### Other Recommended Courses:

- Project Estimating: Bullet Proofing Your Project Plan
- Tricks of the Trade® for Risk Management
- Eliciting and Modeling Requirements
- Handling Unrealistic Schedules

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Classroom-Based



### Course Materials

Students will receive the following materials with the course attendance:

- Developing High Impact Communications Workbook

\*This course counts as credit towards an RMC Fellow's Certificate™ Program designation.

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Work?*



Consider RMC Fellow's Certificate™ Program. Our program provides a cross-disciplinary understanding of Project Management, Business Analysis and Agile. Our approach ignites personal and professional growth by helping individuals to better understand these converging disciplines and apply broadened skills and knowledge to all types of projects.

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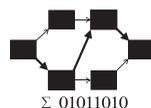
### INTERESTED

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