



Improving Your Project Communication

Course Description

Do you regularly experience communication-related problems on projects? Does your project team struggle with knowing how, when, and what to communicate? Did you know that 90% of what a project manager does on a day-to-day basis is communication-related? This 4-hour Live Online course is designed for project managers, program managers, and team members who wish to improve their understanding of and effectiveness in one of the most misunderstood areas of Project Management—Communication.

Course Objectives

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

- Understand the formal process of Communications Management
- View project communication from the perspective of each stakeholder
- Plan, manage and control project communication more effectively
- Avoid or overcome common communication pitfalls
- Know exactly how, when and what to communicate on projects

Course Outline

Why Do We Care About Project Communication

Common Communication Pitfalls

The 5 Steps of Communications Management

- Step 1: Identifying Stakeholders
 - Stakeholder Analysis
 - Tools for Stakeholder Analysis
 - Stakeholder Influence and Impact
 - Classification Tools
 - Stakeholder Management Strategy
- Step 2: Planning Communications
 - Creating a Communications Management Plan
 - Communication Ttypes
 - Communications Models
 - Effective Listening
 - Communication Methods
 - Tricks of the Trade® for Planning Communications
- Step 3: Distributing Information
 - Determining Communication Effectiveness
 - Communications Control
 - What You Need in Your Real World
- Step 4: Managing Stakeholder Expectations
 - Communication and Risk
 - What To Look For
 - Communications Blockers
 - How to Say "No"
- Step 5: Reporting Performance
 - More Than Reports
 - Forecast of Performance

Conclusion

Duration & Units:

1 Day, 6 PDUs or Contact Hours

Level of Knowledge



Audience:

This course is designed for experienced Project Managers and Business Analysts, Management and Program Managers to improve their understanding of and effectiveness in one of the most misunderstood areas of Project Management—Communication.

Course Benefits:

- Create and manage project communication more proficiently
- Understand more effectively communication from the stakeholders perspective

Course at-a-Glance:

- 1 Day, 6 PDUs or Contact Hours
- 9 am to 4 pm

Other Recommended Courses:

- Secrets for Dealing with Difficult Teams
- Tricks of the Trade® for Negotiation
- Project Management on a Global Scale: Managing International Projects

continued...

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Course Materials

Students will receive the following materials with the course attendance:

- Improving Project Communication Workbook

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

**Want to Transform
How Your People
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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About RMC's outcomes-based training and professional development solutions

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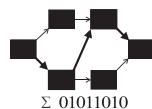
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