

Course Description: This intensive course will guide the student through the Project Communications Management process as defined by the Project Management Institute (PMI).

Who Should Attend: This class is intended for any person functioning as a Project Manager or aspiring to be a Project Manager.

Prerequisites: Students should have taken the Project Risk Management, Project Scope and Requirements Management, and Project Time and Cost Management courses.

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

- Plan for the communications requirements of a project.
- Develop a Communications Plan.
- Understand how and what information to distribute.
- Understand and use Organizational Process Assets.
- Develop performance reports.
- Develop forecasts, change requests, and recommend corrective actions.
- Manage stakeholders.
- Resolve issues and update the Project Management Plan.
- Effectively listen.

Course Outline:

Overview Of Project Communications Management

Communications Planning

Introduction to Communications Planning

Inputs to Communications Planning include: Enterprise Environmental Factors, Organizational Process Assets, the Project Scope Statement, and the Project Management Plan

Tools and Techniques for Communications Planning

Communications Requirements Analysis

Communications Technology

Outputs of Communications Planning

Communications Management Plan Exercise

Information Distribution

Introduction to Information Distribution

Inputs to Information Distribution include: Communications Management Plan

Tools and Techniques for Information Distribution

Information Gathering and Retrieval Systems

Information Distribution Methods

The Lessons Learned Process

Outputs of Information Distribution

Organizational Process Assets

Requested Changes Exercise

Performance Reporting

Introduction to Performance Reporting

Inputs to Performance Reporting include: Work Performance Information, Performance

Measurements, Forecasted Completion, Quality Control Measurements, Approved Change Requests, and Deliverables

Tools and Techniques for Performance Reporting

Information Presentation Tools

Performance Information Gathering and Compilation

Status Review Meetings

Time Reporting Systems

Cost Reporting Systems

Outputs of Performance Reporting

Performance Reports

Forecasts

Requested Changes

Recommended Corrective Actions

Organizational Process Assets Updates Exercise

Managing Stakeholders

Introduction to Managing Stakeholders

Inputs to Managing Stakeholders include: Organizational Process Assets and the

Communications Management Plan

Tools and Techniques for Managing a Stakeholder

Communications Methods

Issue Logs

Outputs of Managing Stakeholders

Resolved Issues

Approved Change Requests

Approved Corrective Actions

Organizational Process Assets Updates

Project Management Plan