



Knowledge Area 7 – Project Communications Management

PMBOK V4: Chapter 10

Project Communications Management

Project Communications Management includes the processes required to ensure timely and appropriate generation, collection, distribution, storage, retrieval, and ultimate disposition of project information. Project managers spend the majority of their time communicating with team members and other project stakeholders, whether they are internal (at all organizational levels) or external to the organization. Effective communication creates a bridge between diverse stakeholders involved in a project, connecting various cultural and organizational backgrounds, different levels of expertise, and various perspectives and interests in the project execution or outcome.

Project Communications Management consists of the following 5 processes:

Identify Stakeholders

The process of identifying all people or organizations impacted by the project, and documenting relevant information regarding their interests, involvement and impact on project success.

Plan Communications

The process of determining the project stakeholder information needs and defining a communication approach.

Distribute Information

The process on making relevant information available to project stakeholders to meet their needs and addressing issues as they occur.

Manage Stakeholder Expectations

The process of communicating and working with stakeholders to meet their needs and addressing issues as they occur.

Report Performance

The process of collecting and distributing performance information, including status reports, progress measurements and forecast.

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