Project Management

PMCOM300: Project Stakeholder & Communications Management

$1,595.00

- 2 Days

Upcoming Dates

Course Description

In today's dynamically changing business environment projects are initiated under tighter budgetary, resource and time constraints more than ever before. This seminar focuses on the core project stakeholder and communication management skills, as presented in the *PMBOK® Guide, 6th Edition*, that are required to manage a project. The program will provide the attendees with proven "real life" tools and techniques, and put into context through various exercises and scenarios and case studies.

The approach will be facilitative with a combination of theory and hands on practice with important stakeholder and communications management theories and tools.

Course Outline

This seminar provides participants with a process that introduces them to project stakeholder and communications management as presented in the *PMBOK® Guide, 6th Edition*. Specifically they will learn:

Introduction

- Project Management Knowledge Areas
- Project Management Plan
- Challenges to Effective Stakeholder Management
- The Audiences

Project Stakeholder Management Processes

- The Purpose of Stakeholder Management
- Project Stakeholder Management Processes
- Who Are Your Stakeholders ?

The Identify Stakeholders Process

- Purpose of the Identify Stakeholders Process
- Where Are We Now?
- Identify Stakeholders Process Table
  - Input, Tools & Techniques
  - Outputs
- Stakeholder Register
- Power/Interest Grid
- Class Discussion
- *Exercise – Prepare a stakeholder register*

Plan Stakeholder Management Process

- Purpose of Planning Stakeholder Management
- Process Overview
  - Inputs, Tools & Techniques
  - Outputs
- Stakeholder Management Plan

Manage Stakeholder Engagement Process

- Purpose of the Manage Stakeholder Engagement Process
- Process Overview
  - Inputs, Tools & Techniques
  - Outputs
- Knowing Your Stakeholders
  - Cultural Considerations
  - Diversity
  - Virtual Teams

Control Stakeholder Engagement Process

- Purpose of the Control Stakeholder Engagement Process
- Process Overview
  - Inputs, Tools & Techniques
  - Outputs
- *Exercise – Sensitive Conversations*
- ***Class Discussion***

Introduction To Project Communications Management

- Project Communications Management
- *PMBOK*® *Guide* Processes
- Challenges of Project Communications Management
- Class Discussion

Project Communications Processes

- Project Communications Processes
- Dimensions of Communication
- Important Communication Skills
- Where Does Meaning Come From?

Plan Communications Management

- Plan Communications Management
- Where Are We Now?
- Plan Communications Management Process Overview
  - Inputs
  - Tools and Techniques
  - Sender-Receiver Models of Communications
  - Outputs
- Communications Management Chart
- *Exercise – Create a Communications Planning Matrix for a project*

Manage Communications

- Manage Communications Process Purpose
- Where Are We Now?
- Manage Communications Process Overview

- Inputs
- Tools & Techniques
- Outputs
- *Exercise – Active Listening*
- Emotional Intelligence (EQ)

Control Communications

- Control Communications
- Where Are We Now?
- Control Communications Process Overview
- Inputs
- Tools & Techniques
- Outputs

Class Closeout

Audience

This course is intended for both project team members and project managers wishing to gain a fluent working knowledge of commonly accepted best practices for planning managing stakeholder expectations and for implementing project communications. Team members and managers looking to improve their skills at managing stakeholders and communications skills, looking to improve their understanding of how proactive stakeholder management can foster project success should take this course. Students on a track to take the PMP examination should take this course.

Prerequisites

What You Will Learn