

PMBOK® Processes of Communications Management

- Communication Planning determining the information and communications needs of the stakeholders: who are they, what is their level of interest and influence on the project, who needs what information, when they will need it and how it will be given to them.
- Information Distribution making needed information available to project stakeholders in a timely manner.
- Performance Reporting collecting and disseminating performance information. This includes status reporting, progress measurement and forecasting.
- Manage Stakeholders managing communications to satisfy the needs of and resolve issues with project stakeholders.



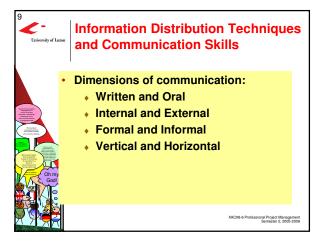
Stakeholder Analysis

(Tools & Techniques, Communication Planning)
Stakeholders are individuals, work groups
and organizations that are actively involved in
the project, or whose interests can be
positively or negatively affected as the result

- of project execution or project completion.
 See "Human Resources" for a list of typical stakeholders.
- Stakeholder analysis serves two purposes:
 - to determine the information needs of the various stakeholders.
 - to devise a communication strategy that will best serve the project.

See example for Communication Management Plan.

XACIS 6 Professional Project Management





Summary

- Communication is an essential task in Project Management.
- Various strategies for conflict resolution
- PMBOK® Processes of Communication Management.
- Stakeholder Analysis.

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