

PM 242 - Project Communications Management

Course Outline

Revised: 2020

Duration: 1 Day

PMBok Guide (6th Edition) Knowledge Area: Project Communications Management

Course Description:

Course provides skills development training in creating a project communication plan, managing communications and monitoring communications.

Course Learning Outcomes

Upon successful completion of the course, the student will be able to

- Select appropriate communications management tools and techniques for initiating, planning, executing, monitoring, and controlling a project.
- Create a communications management plan
- Describe the communications model and the dimensions of communication that influence the effectiveness of project communications.
- Identify and analyze the project stakeholder communication needs
- Create a communications matrix
- Identify the appropriate communications technology for the project
- Manage communications between the project stakeholders
- Report on project status
- Monitor communications to ensure proper information is reaching the project stakeholders with the required format, timing and content

Course Topics

1. Plan Communications Management
 - Developing the communications management strategy
 - Developing processes for creating, distributing, storing and disposing of project communications
 - Communication methods
 - Determining the stakeholder communications requirements
 - Creating the communications management plan

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2. Manage Communications
 - Communication technologies
 - Communication methods
 - Project management information systems
 - Project reporting
 - Managing meetings

3. Monitor Communications
 - Identifying barriers to communications and addressing them
 - Monitoring and resolving stakeholder issues