



## *Presentation For:*



*"Effective Project Communications"*

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## *Presentation Outline*

- Tom's "*Five Undeniable Truths in Project Communications*";
- "*Stakeholders*" a unique component in project communications;
- "*Barriers To Effective Communications*";
- "*Communications Barriers*" and How to Overcome Them;
- "*Factors Effecting Communications*"; and,
- *In Closing.....*



## Tom's "Five Undeniable Truths In Project Communications"

- "The majority of *problems in a project environment* are *caused by a lack of or incomplete communications*";
- "The *biggest problem in communications* is lack of feedback";
- "Feedback is effectively *paraphrasing of the original message*";
- "Feedback is the *responsibility of the sender*"; and,
- "Most customers have no idea what you go through to make their projects successful."



## *“Stakeholders”, a Unique Component in Project Communications*

- What is a “project?”
- What makes projects so special?
- How many kinds of stakeholders are there?
- What part do they play in our projects?
- Who is this “Aunt Sally”?
- “Project Management is the application of knowledge, skills, tools, and techniques.....



## *“Primary Barriers to Effective Communications”*

- *Perception: Individuals can view the same message in different ways.* Factors influencing perception include the persons experience, education, and position within the project.
- *Personality and Interests: Likes and dislikes of individuals affect communications.* People tend to listen carefully to topics of interest but turn a deaf ear to unfamiliar or boring topics.
- *Attitudes, emotions, and prejudices: These components warp our sense of interpretation.* Individuals who are fearful or have strong love or hate emotions will tend to protect themselves by distorting the communications process.



## *“Communication Barriers”*

*Let’s brainstorm some typical barriers to project communications and come up with some ways to overcome them:*

- *“Too Much or Too Little Information”*
- *“Perceptions”*
- *“Hidden Agendas”*



## *“Communication Barriers”, cont’d*

- *“Organizational Hierarchy and Silos”*
- *“Technical Language”*
- *“Culture Differences”*



# *Factors Affecting Communications*

- The Art of Listening;
- Cultural Differences;
- Intelligence;
- Body Language;
- Situational Considerations;
- Authority and Position;
- Common Sense; and,
- Credibility.



## *In Summary...* *Four Important Conclusions*

- Don't assume that the message you sent will be received in the form you sent it;
- The swiftest and most effective communications take place among people with common points of view;
- Communications must be established early in the project; and,
- Always remember who is responsible to get feedback in communications.



## *In Closing...*

- Thank you for the opportunity to discuss "*Effective Project Communications*" with you.
- For additional information on IIL's classes and/or services please contact:
  - Kathrin Clark, PMP at 352.563.1599