

Project Communication Management

PDUs - 13
CEUs - 1.3

PMI's Talent Triangle Breakdown

Technical - 11.00
Leadership - 2.00

PMI's Certification Breakdown

PMP - 13.00
PMI-ACP - 2.00
PMI-SP - 2.00
PMI-RMP - 2.00
PfMP - 2.00
PMI-PBA - 2.00

Course Description: This course will focus on ways to use project communication and communication theories as a way to influence others within and outside of the project team. Participants will learn how to focus on framing the data and information in a correct manner as well as proper usage of words and language for influencing project stakeholders. This course will follow one or more of Project Management Institute's knowledge areas of the *PMBOK® Guide*.

Method of teaching: Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.

Course Objectives:

Objective 1: Analyze the value of project interviews

- Evaluate how to approach people
- Identify perception
- Examine what impacts project perception
- Compare reducing perception differences

Objective 2: Discuss how to gain understanding

- Demonstrate what to do when you mess up
- Analyze communication styles
- Develop ways to increase understanding
- Compare kinds of project communication
- Describe what communication should be communicated upline
- Examine reasons why communicating upline is extremely difficult
- Identify questions to ask if miscommunication is common
- Evaluate verbal softeners

- Detail characteristics of a poor listener
- Predict obstacles of listening during projects

Objective 3: Define project management's role in project meetings

- Describe ingredients of effective project meetings
- Evaluate receiving feedback on performance
- Design responses to negative project feedback

Objective 4: Examine techniques for disagreeing

- Discuss caution signs that a disagreement is turning into a conflict

Objective 5: Define the processes in project communication management

- Detail the process of Plan Communications Management
- Detail the process of Manage Communications
- Detail the process of Control Communications