# Project Communications Management – 1 Day

***PDUs – 6.5***

***PMI's Talent Triangle Breakdown***
Ways of Working - 3.25
Power Skills - 3.25

***PMI's Certification Breakdown***
PMP - 6.50
PMI-ACP - 3.25
PMI-SP - 3.25
PMI-RMP - 3.25
PfMP - 3.25
PMI-PBA - 3.25

virtual
instructor-led

***Course Description:*** This one-day course will focus on ways to use project communication and communication theories to influence others within and outside of the project team. Participants will learn how to focus on correctly framing the data and information. Participants will also learn proper word choice and language to influence project stakeholders. This course will follow one or more of the Project Management Institute's knowledge areas of the *PMBOK® Guide*.

**Method of teaching: Students will use discussion, cases, and group activities to facilitate the course.**

***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
- Detail the characteristics of a poor listener
- Predict obstacles to listening during projects
- Examine project communication channels

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

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



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# Project Communications Management - 2 Day

***PDUs - 13***

***PMI's Talent Triangle Breakdown***
Ways of Working - 11.00
Power Skills - 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

face-to-face

virtual instructor-led

***Course Description:*** This two-day course will focus on ways to use project communication and communication theories to influence others within and outside of the project team. Participants will learn how to focus on correctly framing the data and information. Participants will also learn proper word choice and language to influence project stakeholders. This course will follow one or more of the Project Management Institute's knowledge areas of the *PMBOK® Guide*.

***Method of teaching: Students will use discussion, cases, and group activities to facilitate the course.***

***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 the characteristics of a poor listener
- Predict obstacles to listening during projects

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

- Describe the 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
- Formulate seven stages of intergroup conflict in project teams
- Describe ways to reduce intergroup conflict in project meetings

**Objective 5: Define the processes in Project Communications Management**

- Detail the Plan Communications Management process
- Detail the Manage Communications process
- Detail the Monitor Communications process



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