

# PROJECT AND INTERPERSONAL COMMUNICATION

PM06.15

Studies show that over half of the time spent in project management is in some form of communication. This includes status updates, team meetings, emails, phone calls, etc. Properly communicating on a project is a critical success factor for project success. Project managers must demonstrate proactive communication in almost all aspects of managing the project.

Of course, effective communications skills are not just utilized on projects. They are used throughout our lives. This class also describes how to utilize effective interpersonal communication skills throughout your career and your life. The purpose of this class is to describe the fundamentals aspects of project management and interpersonal communication skills.

## PREREQUISITES

- None, this class provides a basic overview of all aspects of project management

## LEARNING OBJECTIVES

At the end of the class each student should understand:

- The fundamental nature of communication
- The need for Status Reports on all projects
- When to build a Communication Plan
- Communicating on all aspects of a project
- The value of first impressions and building rapport
- Communicating with supervisors, colleagues and subordinates
- Communicating and organizational culture

## WHO SHOULD ATTEND

- Any individuals interested in learning effective communication techniques in a business environment

## COURSE OUTLINE

- Communication fundamentals
- Project Communication
  - Status Reports and Status Meetings
  - Communication Plan
- Communicating on all aspects of a project
- First impressions and building rapport
- Communicating with supervisors, colleagues and subordinates
- Communicating and organizational culture

The class contains numerous exercises that are worked on throughout the course.

## CLASS LENGTH

- One day (8 Total PDUs - 6 Technical / 1 Leadership / 1 Strategic)