

Course Description

Building an IT Project Management Communication Toolbox AMS114

14 Professional Development Units
14 Education Hours



Overview

Communication is truly one of the cornerstones of effective project management. Without it, the best planning can easily go awry. Communication in this context is more than just listening and relaying information. It encompasses getting the right message to the right people at the right time, and making sure that the channel remains open at all times. This hands-on course will help IT project managers understand and build the communication tools necessary for success. Working in teams, participants will build a communication protocol and other planning and control mechanisms that can be customized to individual projects and implemented immediately. Participants should bring examples of their communication challenges to class for discussion.

Learning Objectives

- Explain the importance of communication for IT and other technology projects
- Understand the skills that make successful communications easier to achieve
- Be more aware of your communication decisions
- Know how to build a useful Communication Plan
- Know more about how to guide scope, requirements, status and other communication efforts
- Understand the above and other key project communication elements and their impact on project results
- Identify the types of communications, patterns, barriers and roadblocks and how to maneuver around them to maximize results
- Use tools to ensure that your team members are communicating back to you effectively
- Discover how to build an effective IT project communication protocol and determine the appropriate tools to use

Format

The format of the course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by exercises. The emphasis is on the practical application and adaptation of building your IT Project Communication Plan and other selected tools and processes.

Duration

Two days

Who Should Attend

Project managers or team members who wish to increase their ability to communicate effectively at all levels would benefit from attending this course.