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| **PM-10-PS01: Conduct project communication**  |

Topic elements to be covered include:

1. Communication tools, techniques, and templates (AK0101)
2. Communication plan requirements (AK0102)
3. Types of information required to include in a project communication management plan (AK0103)
4. Information management systems (AK0104)
5. Communication requirement analysis (AK0105)

**Resources:**

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| **Knowledge** | **Information from Project Manager Curriculum**  |
| National Curriculum Framework | 21905000-KM- 08, Project Communications ManagementKM-08-KT01: Plan communications managementKT0104 Communication management planning tools and techniques |

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| **PM-10-PS02: Control project communication**  |

Topic elements to be covered include:

1. Communication control practices (AK0201)
2. Communication barriers and risks (AK0202)
3. Communication records and document templates (AK0203)
4. Communication technology and methods (AK0204)

**Resources:**

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| **Knowledge** | **Information from Project Manager Curriculum**  |
| National Curriculum Framework | 21905000-KM- 08, Project Communications ManagementKM-08-KT03: Control communicationsKT0304 Communication control tools and techniques |

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| **PM-10-PS03: Identify, analyse and manage project stakeholder groups**  |

Topic elements to be covered include:

1. Stakeholder analysis reports (AK0301)
2. Identification of stakeholders (AK0302)
3. Techniques to engage stakeholders (AK0303)

**Resources:**

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| **Knowledge** | **Information from Project Manager Curriculum**  |
| National Curriculum Framework | 121905000-KM-11, Project Stakeholder ManagementKM-11-KT01: Stakeholder identificationKT0104 Stakeholder identification tools and techniques |

1. Complete the Stakeholder management template for the Thompson Towers Rehabilitation Project.

Type your answer into the second row of the table. Below is a list that explains the detail that should go into your answers:

* Stakeholder: List all stakeholders that will be communicated with.
* Interest/involvement/role: Indicate their interest (how are they affected) or involvement with or role in the project – whichever applies.
* Communication type: What is the preference for communication with them? Is it individual, is it via email or telephone call or meeting, etc.?
* Frequency: How frequently should they be involved in communication?

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder | Interest/Involvement/Role | Communication type | Frequency |
|  |  |  |  |

1. Complete the communications matrix for the Thompson Towers Rehabilitation Project. Type your answer into the second row of the table.

Below is a list that explains the detail that should go into your answers:

* Communication type: Type of meeting to be held or communication to be sent out
* Objective of communication: What is the purpose of the communication?
* Impact of communication: What is the impact/risk if this communication does not take place?
* Medium / Platform / Tool: Are you meeting online, f2f, sending a message or email, etc.?
* Frequency: How often will this take place? If necessary, include duration of the meeting (hour, half day, etc.)
* Stakeholders: Who should be invited / who should it be sent out to?
* Responsible for ensuring this takes place: Who must coordinate this communication?
* Deliverable (specific to activity list): Link this communication to the items on the activity list.
* Evidence: How will you record the communication, what evidence do you have that it has taken place.

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| Communication type | Objective of communication | Impact of communication | Medium / Platform / Tool | Frequency | Stakeholders | Responsible for ensuring this takes place | Deliverable (specific to activity list) | Evidence |
|  |  |  |  |  |  |  |  |  |

**Observation Checklist**

**Check that the following is accomplished:**

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| --- | --- | --- |
| **Item** | **Checked (Yes=5****No=0)** | **Comment: where did you find the evidence?** |
| IAC0101 Communication plan meets the overall project scope and plan |  |  |
| IAC0102 The communication management plan matches the project information needs |  |  |
| IAC0103 An understanding of the impact and best practices of communication on the achievement of project delivery is included  |  |  |
| IAC0201 An understanding of the risks is included |  |  |
| IAC0302 The process for evaluating the impact and influence of each stakeholder is included  |  |  |
| **Name of member** |  |
| **Signature** |  |
| **Date** |  |
| **Total** | **/15** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Facilitator signature** |  | **Date** |  |