

MILESTONE

*Providing Stepping Stones
Along the Path to Success*



A WOMAN-OWNED
SMALL BUSINESS

TEARING DOWN
BARRIERS TO
COMMUNICATION

Miscommunication can be costly for an organization. When a project fails, 85% of the team members state project communication is poor or did not exist. A recent study by Grammarly and The Harris Poll estimates that the US loses \$1.2 trillion annually among businesses due to ineffective communication! In the book Project Management, Sunny Baker states that “communication and leadership go hand in hand. The project managers who consistently succeed in bringing their projects in on time and within budget are those who effectively manage the interfaces and communications between people and organizations.”

What are common barriers to communication that we may face?

Distorted Perceptions

Perception is the way you think about a person or event. It often allows the five senses to influence how one is interpreting an event. Many factors can influence perception: the environment, the mood of those communications, the subject matter, and time.

Distrusted Sources

A person must trust that the source of the information is accurate. If there is a lack of trust, it may take longer for a person to believe the information. The information may be wrong; however, it could also be right but perceived wrong because of past inaccuracies.

Transmission Errors

Receiving and sending messages can be done only within the framework of shared experience and understanding. If there are language or cultural barriers, you must find a way to resolve them.

So, how can we improve communication in our projects?

First, make the message relevant for the receiver. Make sure the person you are talking to is the correct recipient. Second, reduce the message to its simplest terms. Don't add unnecessary details. Stick to the point and give the relevant information for that point. Finally, repeat the key points and clearly state what (if any) action steps are needed from the recipient.

We can also improve our communication skills by improving our listening skills. It's one thing to be able to clearly share information with another person, we must be able to listen to their response or actively listen when someone comes to us. Don't interrupt. Let the other person complete their thoughts before your respond. Put the speaker at ease. It can be intimidating to talk to a supervisor or veteran team member. Be approachable. Appear interested and cut out distractions. Make this conversation the most important task at that moment. Periodically sum up what was said. Make sure you understand what is being said to you.

Increasing communication skills can save money in the project's budget while increasing your rapport with others throughout the organization.

<https://www.agilitypr.com/pr-news/public-relations/bad-connection-study-finds-poor-communication-costs-businesses-1-2-trillion-annually/>

UPCOMING FREE WEBINAR

COMMUNICATING ON THE PROJECT WITH CLARITY AND SPECIFIC INFORMATION

FRIDAY, OCTOBER 27

10:00 - 11:00 AM CST

1 PDU

TO REGISTER, GO TO

[www.themathisgroup.
com/webinars](http://www.themathisgroup.com/webinars)



SATISFIED CLIENTS OF THIS COURSE

FAA

State of Kansas

PDU's - 13

PMI's Talent Triangle Breakdown

Ways of Working - 11.00

Power Skills - 2.00



face-to-face



virtual
instructor-led



self-paced
online

Course Description: This one- or 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 framing the data and information in a correct manner. Participants will also learn the 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*.

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 characteristics of a poor listener

Predict obstacles of listening during projects

Evaluate verbal softeners

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

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 process of Plan Communications Management

Detail the process of Manage Communications

Detail the process of Monitor Communications



A WOMAN-OWNED SMALL BUSINESS (WOSB)



Providing quality, customized training and consulting services that inspire, educate, and equip organizations to be better tomorrow than they are today.

DR. KEITH MATHIS, PMP, PMI-ACP, CSP-SM, CSP-PO
WANDA MATHIS, M.ED. PMI-ACP

PROJECT MANAGEMENT TRAINING

OVER 60 PROJECT MANAGEMENT COURSES REGISTERED WITH PMI

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VALUES STATEMENT

Every person has worth and should be treated with respect.

AREAS OF EXPERTISE

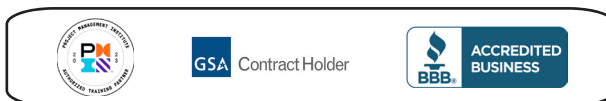
- Curriculum Design
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HYBRID PROJECT MANAGEMENT: BLENDING TRADITIONAL AND AGILE APPROACHES FOR PROJECT SUCCESS

NOVEMBER 8-9

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