Project Communications Management Online

**PDUs - 13**

**PMI’s Talent Triangle Breakdown**
- Technical - 11.00
- Leadership - 2.00

**Course Description:** This course will focus on ways to use project communication and communication theories as a way 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 as well as 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*.

**Method of teaching:** Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.

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

**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

**Objective 5:** Define the processes in project communication management
- Detail the process of Plan Communications Management
- Detail the process of Manage Communications
- Detail the process of Monitor Communications