

# Project Communications Management

***PDU's - 13***

**PMI's Talent Triangle Breakdown**

Technical - 11.00  
Leadership - 2.00

**PMI's Certification Breakdown**

PMP - 13.00  
PMI-ACP - 2.00  
PMI-SP - 2.00  
PMI-RMP - 2.00  
PfMP - 2.00  
PMI-PBA - 2.00



self-paced  
online

**Course Description:** This 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 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 Control Communications