Lessons Learned

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For

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**Lessons Learned in Communications Class**

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I was not aware that so much communication was occurring through the various Charts and tools so that stakeholders could understand what is happening during the project. My original impression was that the project information and processes was kept from the clients and other stakeholders. My impression was wrong, stakeholders are chosen that have a need to know.

Many tools and charts are useful in relieving concerns and helps clients, and other nervous stakeholders feel at ease with the project and how it will affect them while it is being completed and when it is finished as well. Keeping them informed should help in the managing their concerns and gaining their trust that the project team knows what they are doing and that they are doing their job as well. The communication flowing to all of the stakeholders will minimize stumbling blocks as well as minimized some difficulties with stakeholders. There will sometimes be one stakeholder that will be too much of a problem, but giving out so much information to the people who need the correct information will get better results from them when the time comes to get their cooperation. This lesson was something I had no concept of before learning of its consequences, with some of my projects with my construction company. Not giving appropriate information to some stakeholders can cause many issues, which could delay or cause complete failure of a project.

During this class, I learned that there are a variety of useful tools for project managers to use to their advantage. Tools like: Circle of Communications Chart, Communications Matrix Chart, Stakeholder Register, Customer Requirements tool, Executive Summary, Quality Management Plan, Feasibility Study, Status Reports from many different programs, are used to communicate to those are reading them where the project is at that moment. I knew this at the beginning of the course, but I did not understand the effects of the information had on a project. Especially the use of them in a document control system was a concept I had not thought of before.

I have not worked in a place where I was to use these tools, creating these tools has been new to me. I have run my own construction company, but it was small and I never knew of their existence then. In my experience in aircraft maintenance and manufacturing, I have not reached the level where these charts had a significant meaning to me. I have a better insight and respect for those who create, read and utilize these tools I did not have before. Now I do not only know how to make them, but read and understand them as well.

Reference:

Dow, W. PMP and Taylor, B. (2015). Project Management Communication Tools. Dow Publishing LLC. Renton, WA.

PMI. (2015). *A Guide to the Project Management Body of Knowledge*. Newtown Square, Pennsylvania. Project Management Institute, Inc.