Interviews

By

Chris Goff

For

Embry Riddle Aeronautical University

Deliverable Sharing Progress with Shareholders

**One important part of communication is to share progress and performance measurements with your stakeholder groups. What type of information would different stakeholder groups want to have?**

Upper tier stakeholder groups, upper management, want to know if the project is on schedule and on budget. They typically want their information orally and in written formats. Using Gantt Charts, Cost Variance/Schedule Variance Charts and Control Charts are good choices for this audience.

Stakeholders working on the projects want more information about work packages, so a WBS is definitely a choice they would need to have. Also a Control Chart would tell them how their progress is going during the project and trends that are happening as well as future outlooks for future trends.

Customers could see Control Charts and Time/Cost Report to explain progress with measurements to customers.

**What is the best way to deliver that information? Consider that you might collect the same data for each stakeholder and report it in different ways.**

The best way to deliver this information is during meetings where these people are present physically, face-to-face meetings are best. Many different tools can be used to deliver the information to the various levels of stakeholders can be used.

Upper management meetings are separate from the other stakeholders and customers meetings, some information should not be disclosed to all stakeholders.

Stakeholders working on the project teams should want to know where they are in the process, so a Project Calendar, Cost Variance/Schedule Variance. Some meetings will be used to deliver updates on projects, while other information will emailed to them like the project calendar.

Some things should not concern customers, they are stakeholders, but telling them everything would be counter-productive. Care must be taken when disclosing information about a project, using measuring methods is still a good idea to show that the project is run by professionals and keep them informed. They do not really need information about specific personnel costs for example.

Considering the same kind of information all stakeholders might be interested in having may be on the Control Chart, to show how the project is progressing. Depending on what the stakeholders want to know, they may want to see the Time/Cost Report. These should be given to them during meetings, in case there are questions prompted by the information or difficulty reading the charts.

**When putting together the communication plan, think about how you would want the team to communicate with each other, with management, and with stakeholders. What templates and tools would be most helpful?**

Meetings are the most common ways of communication. The amount of meetings varies from project to project and personnel. Putting together a communications circle and organization chart will work out some issues and streamline who should be called when something comes up or a question needs answering.

Many people use their phones or text messaging. Finding out from the stakeholders from face-to-face meetings initially is a necessity for good communication, to find out their preferred method of communication. Email messages are sometimes popular with management stakeholders. (Making, 2008)

After a communications circle is created then a communications matrix should be useful to state who should get what kind information. This template will state who gets what kind information and what kind of meetings, reviews, and how often they will take place.

**Look through the Project Management Communication Tools. Find at least two additional resources. Share these resources and explain why you selected those specific tools or templates.**

**Daily Progress Reports** allows a project manager to hear about challenges and concerns about a project directly from each team leaders. This will enable a project manager who to help and with what immediately.

This information can be shared with team members, customers, and sometimes management. The value of getting this report each day provides immediate and constant updates to interested stakeholders and provides complete information about what is occurring with the project.

This document should be neat, orderly, in a document format and sent through email. It should also be stored long-term in the document control system so that it can be seen by anyone.

A **Project Calendar** is another tool that is extremely useful to everyone. It explains key dates, major milestones dates, this will show the progression of the project and help continue focus on the steps toward the finish of the project. As major milestones are completed they can be marked off on the calendar as completed which will communicate that information to interested stakeholders.

**Reference:**

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

(Unknown Author). (2008). *7 ways to Communicate with Your Stakeholders.* Making Things Happen. Retrieved from <https://thesavvypm.wordpress.com/2008/05/28/7-ways-to-communicate-with-your-stakeholders/>