Communication Tools

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Three ways that were reflected in the PM Communication Tools as well as POMBOK Guide: WBS, Risk Management list/Issue list, and Pull Communication concepts.

The WBS (work breakdown structure) is a hierarchial breakdown of the complete scope of work to be done by a project team to accomplish the objectives required to finish a project.  It basically, lists what is to be done in a project, thus communicating to each team member a “things to do list”.

Risk Management List is also called an Issue List is a list of possible things that can go wrong and calls out to the reader what the plan is to fix that problem.  Everything cannot be anticipated or planned, but many things can be anticipated.  Certain things have been encountered before, so they can be fixed, sometimes, in the same ways.

Scope Communication Tools are mentioned in both books, it is a component of the program management plan that describes how the scope will be defined, developed, verified, developed, controlled, and monitored.  A scope change always affects a project somehow, either by cost changes, time changes, and many times resources.

There are two aspects that are different from each book, Circle of Communications chart and Project Communication Required Matrix.

Circle of Communications is a chart that identifies the resources that is working on the project.  Each project has different objectives, so each chart will look different because they will vary in size and tasks to be accomplished.  This will change how many people will work together on a task.

Another difference between the two books was PM Communication book spoke of Project Communication Requirement Matrix, which is a chart which shows who communicates with whom.  This minimizes redundant communication and wasted time talking about what they are doing to the wrong people, as opposed to getting it done.  It could prevent wrong information being given to the wrong people.  This tool will help gather information and helps to understand real communication needs of everyone in a project.  Without this tool a manager loses a wealth of data that he/she may need later to communicate to clients, leadership, and team members.  This should never happen, when it can be avoided.

References:

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

PMI (Project Management Institute). (2013). A guide to the project management body of knowledge (PMBOK guide). Fifth Edition