



**Chandler ♦ Arizona**

**<project name>**

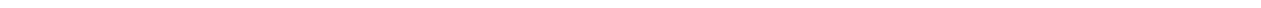
## **COMMUNICATIONS PLAN**

**Version [n.n Month Day, Year]**

**Project Sponsor: [Name of Business Sponsor]**

**Project Manager: [Name of Project Manager]**

**Project Number: [Number Assigned to the Project]**



## Document History

Date	Version	Name	Description of Change

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# 1. Purpose and Scope

This Communication Plan provides a framework to ensure successful execution of the project. All Project Stakeholders and Project Team Members are the targeted audience for this Communication Plan. This Plan covers the period of time for which the audience is involved in the project.

This Communication Plan provides the following:

- Documentation of methods used to gather and store information.
- A distribution structure detailing to whom the information will flow and what methods will be used to distribute it.
- A description of the information to be distributed including specific document names and standard formats to be used.
- Production schedules showing when each type of information will be produced.
- Updates to track latest document versions and dates

## 1.1. **Communication Assumptions**

*Include any assumptions regarding effective communications on this project. For example, does everyone have access to email? Does everyone have access to a common network drive?*

- *[Assumption]*
- *[Assumption]*
- *[Assumption]*

## 1.2. **Communication Constraints**

*List any constraints to communication on this project. For example, are the Subject Matter Experts in the same location as the Project Team? Are there any time conflicts within the group?*

- *[Constraint]*
- *[Constraint]*
- *[Constraint]*

## **2. Means of Communication**

When to use:

- Verbal
  - Face-to-face: any mission critical information related to project success (schedule, budget, performance)
  - Telephone: backup to face to face
- Written
  - Correspondence: used primarily to provide backup to verbal or telephone communications.
  - E-Mail: used for low priority communications and as backup to verbal or telephone communications.

### **3. Team Directories**

## 4. Communication Matrix

## 5. Project Organization Chart

## 6. Meeting Management

Meetings are an important form of communication among project teams. Types of meetings include:

- Kick-off meeting
- Planning meetings
- Weekly status meetings
- Management review meetings
- Issues resolution meetings
- Others

In order to guarantee a successful meeting, the following items should be considered during meeting preparation:

- Prepare an agenda to distribute among attendees ahead of time to set their expectations and stimulate interest.
- State the purpose of the meeting clearly and do not deviate from it. If any issues arise outside the purpose of the meeting, address it in a later meeting or follow-up as needed.
- Encourage participation among the team by allowing participants to share ideas, concerns and solutions while promoting team building.
- Finalize the meeting with a summary of accomplishments, any issues raised and assignments of action items.
- After the meeting, promptly provide meeting minutes and distribute to all attendees. Be sure to follow-up on any outstanding issues and track the progress of any tasks assigned.

### 6.1. Agendas

Agendas should be prepared for every meeting. Agendas provide attendees the opportunity to plan for the meeting and aid the facilitator in staying on track. Managing a meeting is similar to managing a small project. The approach taken to plan for a meeting should be similar to that of planning for a small project.

Agendas should include at a minimum, the meeting objective, scope, approach, start and end time, location and attendees. Only those individuals that can contribute to the meeting should attend.

## **6.2. Meeting Minutes**

Meeting minutes provide an excellent history of meeting topics and discussions, primarily for post implementation. Even more important than taking minutes, is the capture of action items and issues. Both must be noted and managed.

## **6.3. Action Items**

Action items are steps that must be accomplished. However, failure to accomplish them will not affect the project's cost, schedule and/or quality of the final project. Securing meeting space, ordering refreshments are some examples of action items. Action items are captured in an Action Item Log, which is reviewed during each meeting.

## **7. Issues Management**

An issue is any action or lack of action that will impact one or more of the project variables that a project manager is managing including cost, schedule and performance. It is important that issues are captured immediately upon being raised. A successful technique is to post each issue on a wall as they are raised. This will allow other team members to see the issue and perhaps come up with a solution or additional insight.

Once raised, the impact of the issue must be determined and someone takes ownership to ensure that the issue is resolved. Each identified issue should be tracked in an issue log.

## **8. Project Repository**

A project repository of lessons learned for use as a reference for present and future projects. The program manager is responsible for developing and distributing the lessons learned to the repository. Lessons learned will be created throughout the life of the project and finalized at the end of the project. This repository will be maintained in the following location:

## **9. Process Repository**

The process repository will be managed by the Project manager and will be located in the following directory:

## **10. Reviewing and Revising the Communication Plan**

The project manager will determine how often the communication plan should be reviewed. The information needs and methods should be re-evaluated as to their relevancy and value. Any modifications to the project team, updates to information produced, or revisions to the methods of communicating; warrant a review and revision to the communication plan.