

Project Management

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Chapter 10: Project Communication Management

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Learning Objectives

- Understand the concept of project communication management
- Identify types and channels of project communication
- Learn how to develop a communication plan
- Understand communication tools and techniques
- Explain how communication affects project success





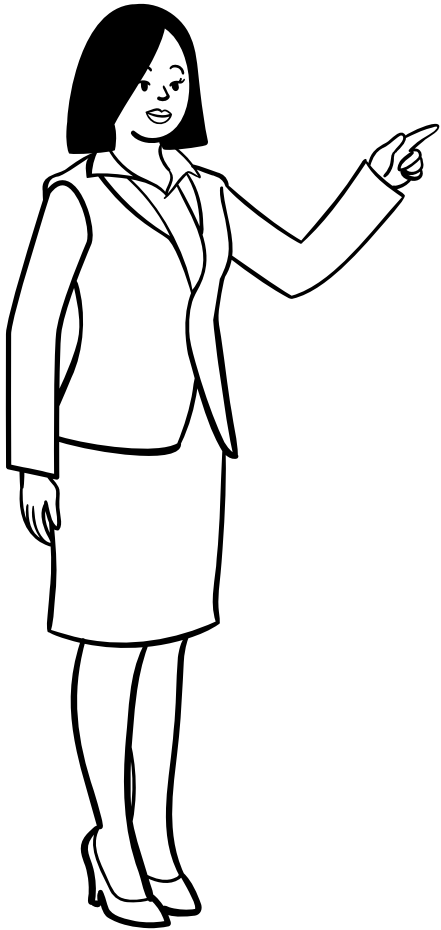
Introduction to Project Communication Management

- Ensures timely and appropriate information sharing
- Connects team members and stakeholders
- Prevents confusion and misalignment
- Supports transparency and accountability
- Effective communication keeps stakeholders aligned with project goals.





Importance of Communication Management



- Reduces misunderstandings and conflicts
- Improves coordination and teamwork
- Supports informed decision-making
- Increases stakeholder trust
- Enhances overall project performance





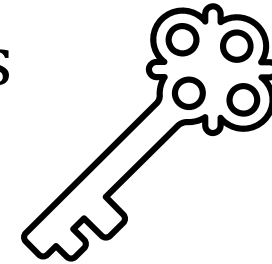
Types of Project Communication

- Internal communication (within team)
 - External communication (outside stakeholders)
 - Formal communication (reports, official meetings)
 - Informal communication (casual discussions, chats)
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Internal Communication

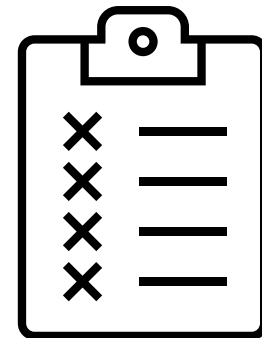
- Occurs within project team
- Includes daily meetings, emails, shared documents
- Ensures everyone understands tasks and deadlines
- Promotes collaboration and teamwork





External Communication

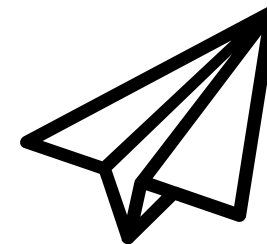
- Involves clients, sponsors, senior management
- Includes progress reports and presentations
- Keeps stakeholders informed about project status
- Builds transparency and trust





Communication Methods

- Meetings (face-to-face or virtual)
- Emails
- Written reports
- Messaging tools (Slack, Teams)
- Dashboards and status updates

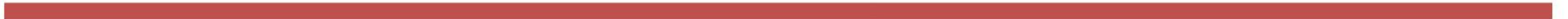




Communication Channels

- One-to-one (private discussion)
- One-to-many (presentation or report)
- Many-to-many (team meetings, group chats)

More team members increase communication complexity.





Communication Planning

- Define what information will be shared
- Identify target stakeholders
- Determine frequency and format
- Assign responsibilities

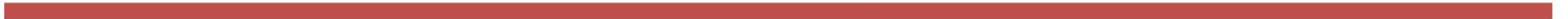
Proper planning ensures efficient communication.





Communication Plan Contents

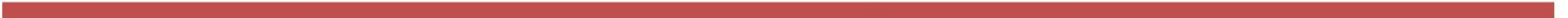
- Stakeholder list
- Information needs
- Communication methods
- Frequency and schedule
- Responsible persons.





Managing Communication

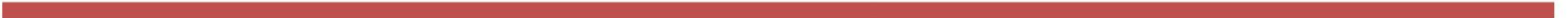
- Distribute information effectively
- Ensure clarity and consistency
- Encourage feedback
- Monitor communication effectiveness





Communication Barriers

- Use simple and clear language
- Confirm understanding
- Encourage open discussion
- Adapt communication style
- Use visual aids when necessary





Best Practices in Communication Management

- Communicate regularly and transparently
- Document key decisions
- Use appropriate communication channels
- Keep messages clear and concise
- Adjust communication to audience needs





Summary

- Communication management ensures proper information flow
- Reduces risk of misunderstanding
- Strengthens teamwork and stakeholder alignment
- Directly impacts project success





Review Exercise

1. What is project communication management?
 2. Why is communication critical in projects?
 3. Name two communication methods.
 4. What is included in a communication plan?
 5. How can communication barriers be reduced?
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