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Modul-Baku Project Management mengacu pada Standar Kompetensi Kerja Nasional Indonesia SKKNI dari LPJK.

### JUDUL UNIT

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*Day-3: Microsoft Project*
Session Objectives

1. Understand the concept of communication with its implications as well as its applications to project management plan and control
2. Understand types of information needed and methods used to distribute them
3. Understand the importance of communication factor in succeeding project and managing stakeholders interests
“employs the processes required to ensure timely and appropriate generation, collection, distribution, storage, retrieval, and ultimate disposition of project information”.

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Project Communication Management

Plan Communications Management

Monitoring & Controlling

Planning

Initiating

Executing

Control Communications

Closing

Manage Communications

module 8

10.1

10.2

10.3

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Sources Of Perceptual Differences

- Words
- Culture
- Judgments
- Values
- Emotions
- Personalities

Field of Experience

Idea → Encoding → Meaning → Decoding

Message (initiated)

Share Experience

Message (feedback)

Field of Experience

Decoding → Meaning

Encoding → Idea

Distraction/Perceptual Difference

Distraction/Perceptual Difference

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10.1 Plan Communications Management

Identifying all people or organizations impacted by the project, and documenting relevant information regarding their interests, involvement, and impact on project success

**Input**

1. Project management plan
2. Stakeholder register
3. Enterprise environmental factors
4. Organizational process assets

**Tools & Techniques**

1. Communication requirements analysis
2. Communication Technology
3. Communication models
4. Communication methods
5. Meetings

**Output**

1. Communications management plan
2. Project documents updates
Plan Communications Management

Data Flow Diagram
10.1.1.3 Enterprise Environmental Factors (EEF) that influence the Plan Communications Management process

All enterprise environmental factors described in Section 2.1.5 are used as inputs for this process, since communications need to be adapted to the project environment.

10.1.1.4 Organizational Process Assets (OPA) that influence the Plan Communications Management process

All organizational process assets described in Section 2.1.4 are used as inputs to the Plan Communications Management process.
Stakeholders Analysis

“a process of systematically gathering and analyzing quantitative and qualitative information to determine whose interests should be taken into account throughout the project”.

Step 1:
Identify all potential project stakeholders

Step 2:
Identify their potential impact or support

Step 3:
Assess key stakeholder's reaction in various situations
10.2. Manage Communications

Determining the project stakeholder information needs and defining a communication approach

**Input**
1. Communications management plan
2. Work performance reports
3. Enterprise Environmental factors
4. Organizational process assets

**Tools & Techniques**
1. Communication technology
2. Communication models
3. Communication methods
4. Information management Systems
5. Performance reporting

**Output**
1. Project communications
2. Project management plan Updates
3. Project documents Updates
4. Organizational process assets updates
Manage Communications Data Flow Diagram
10.2.1.3 Enterprise Environmental Factors (EEF) that influence the Plan Communications Management process

All enterprise environmental factors described in Section 2.1.5 are used as inputs for this process, since communications need to be adapted to the project environment.

10.2.1.4 Organizational Process Assets (OPA) that influence the Plan Communications Management process

All organizational process assets described in Section 2.1.4 are used as inputs to the Plan Communications Management process.
Stakeholders Analysis

Determines the information needs of the project stakeholders.

- Organization charts
- Project organization and stakeholder responsibility relationships
- Disciplines, departments, and specialists involved in the project
- Logistics of how many persons will be involved with the project and at which locations
- Internal information needs (e.g., communicating across organizations)
- External information needs (e.g., communicating with the media or contractors)
- Stakeholder information
Communication Method

• Interactive Communication
• Push Communication
• Pull Communication
Communication Management Plan

- Communications items.
- Purpose.
- Frequency.
- Start/End dates.
- Format/medium.
- Responsibility.
- Target recipients.
- Resources.
- Escalation process.
- Updating and refining method.
- Glossary.
- Charts.
10.3 Control Communications

Making relevant information available to project stakeholders as planned

**Input**
1. Project management plan
2. Project communications
3. Issue log
4. Work performance data
5. Organizational process assets

**Tools & Techniques**
1. Information management Systems
2. Expert judgment
3. Meetings

**Output**
1. Work performance information
2. Change requests
3. Project management plan updates
4. Project documents updates
5. Organizational process assets updates

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Control Communications

Data Flow Diagram
10.3. Enterprise Environmental Factors (EEF) that influence the Control Communications process

n/a

10.3.1.5. Organizational Process Assets (OPA) that influence the Control Communications process

1. Report templates;
2. Policies, standards, and procedures that define communications;
3. Specific communication technologies available;
4. Allowed communication media;
5. Record retention policies;
10.3.2.2. Expert Judgment
that influence the Plan Schedule Management process

1. Other units within the organization,
2. Consultants,
3. Stakeholders, including customers or sponsors,
4. Professional and technical associations,
5. Industry groups,
6. Subject matter experts,
7. Project management office (PMO).
Communication Dimensions

- Written & oral, listening & speaking
- Internal (within the project) & External (customer, media & public)
- Formal (reports, briefings) & Informal (memos, ad hoc conversation)
- Vertical (up & down the organization) & Horizontal (with peers)
Information Distribution Method

1. Project Meetings, Hardcopy Doc., Manual Filing System, Shared-access DB
2. Electronic communication & conferencing tools e.g.: e-mail, fax, phone, etc
3. Electronic tools for project management e.g.: PM software, portals etc
Module 8

Project Communication Management

Information Distribution Techniques

- Sender-receiver models
- Choice of media
- Writing style
- Meeting management techniques
- Presentation techniques
- Facilitation techniques
Tools & Techniques

1. Communication method
2. Interpersonal skills
3. Management skills
Summary

1. What kinds of ‘noise’ in communication processes may result perceptual differences between one party to another?

2. Classify communication dimensions may be used in project!

3. What items should be included in communication management plan?

4. What kind of information should be presented in performance report presentation?
terimakasih
semoga berkah & bermanfa’at