

# Project Communications and Stakeholder Management

## Course Overview

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This is a 2-day class

This course, based on PMI®'s PMBOK® Guide, Sixth Edition, focuses on both improving the efficiency and effectiveness of all project-related communications, from initial planning through closure. It also examines best practices for identifying and engaging stakeholders, a critical component for successful project. Participants will apply all course principles to a work-related case study taken directly from their work environment. Participants will earn 14 PDUs upon completing this course.

## Course Outline

### 1 Project Communications and Stakeholder Mgt. Overview

- Project Communications Management Overview
- Communication Dimensions
- Communication Skills
- Project Communication Management Processes
- Project Stakeholder Management Overview
- Project Stakeholder Management Processes
- Interpersonal Communications
- Take a Communications Strengths Inventory
- Communication Styles
- Case Study Selection

### 2 Initiating Processes

- Identify Stakeholders Overview
- Stakeholder Analysis
- Stakeholder Classification Models
- Salience Model
- Stakeholder Register
- Create a Stakeholder Register

### 3 Planning Processes

- Plan Communications Management Overview
- Communications Management Plan
- Common Project Management Communication Documents
- Communication Tools
- Create a Communications Management Plan
- Virtual Team Communications
- Virtual Teams Technologies
- Virtual Teams Best Practices
- Plan Stakeholder Engagement
- Analytical Techniques
- Stakeholder Engagement Plan Sample Content
- Create a Stakeholder Engagement Plan

# Project Communications and Stakeholder Management

## 4 Executing Processes

- Manage Communications
- Manage Communications Overview
- Communication Methods
- Communication Model
- Communication and Active Listening
- Negotiations
- Three Crucial Elements of Negotiations
- Win-Win Negotiating
- Win-Lose Negotiating
- Conduct a Win-Win Negotiation
- Communicating Bad News
- Body Language
- Business Attire
- Improving Your Body Language
- Verbal Communication
- Public Speaking
- Audience Involvement
- Listening Skills
- Project Meetings
- Written Communications
- Powerful Writing
- Email Guidelines
- Presentation Design Best Practices
- Create a Presentation
- Manage Stakeholder Engagement
- Manage Stakeholder Engagement Overview
- Review an Issue Log

## 5 Monitoring and Controlling Processes

- Monitor Communications
- Performance Reporting
- Tracking Gantt Charts
- Worksheet Information
- Milestone Charts
- Bar Chart Graphs
- Monitor Stakeholder Engagement
- Best Practices