

THE BREAKTHROUGH SERIES

from
**Thought
Rock**



Julie Reaume
Director of
Development,
MindMuze

Project Management: The Art of Effective Internal and External Communication

Julie will discuss how to effectively communicate with clients and colleagues. All attendees will receive access to Thought Rock's 45 minute "Project Management 101" eLearning course.

Key Learnings:

- Tips on how to communicate effectively with both internal and external teams
- Why effective communication is a critical factor in managing clients and projects
- Hear real-world scenarios of what does/does not work
- Receive advice on how to listen and communicate - with successful results

Agenda

- What does *communication* mean?
- Communication with clients
- Communication with colleagues
- Real-world examples
- Practical tips
- Q & A

The single biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw

Let us make a special effort to stop communicating with each other, so we can have some conversation.

Mark Twain

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“I don’t know why this happened – I’m sure I made myself clear.”

“I can’t understand where the disconnect is – we talked about this in detail, didn’t we?”

“The deliverable was due this morning, not at the end of the day. We discussed this last week, remember?”

And my personal favourite: *“What happened!?!”*

And on it goes...the questions all of us have asked ourselves, at one point during the lifecycle of a project.

My question is: *WHY does this happen?*

What does it mean to communicate?

Definition:

To share or participate; to possess or enjoy in common; to have sympathy.



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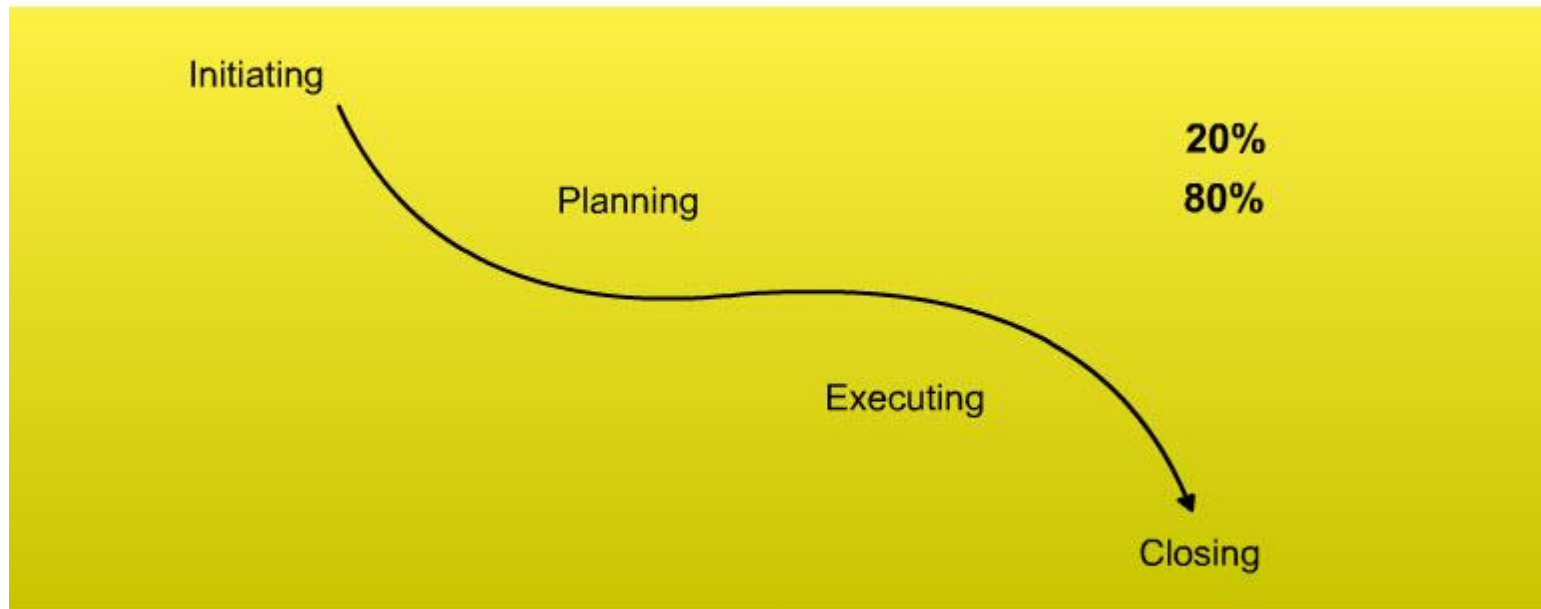
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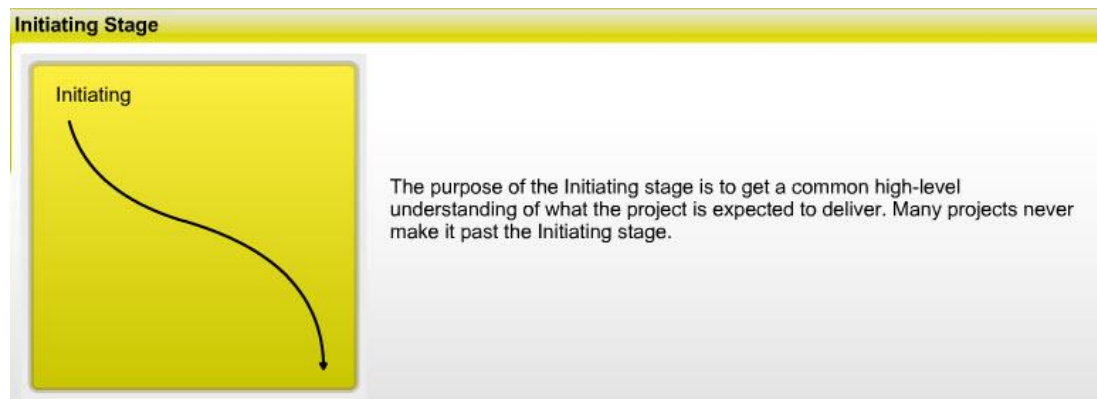
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The Project Lifecycle



Less than 20% of the total project effort is spent during the Initiating and Closing stages. More than 80% is spent on the Planning and Execution stages.



Communicate in the spirit of partnership

Focus (put away all distractions - even in a virtual setting)

Listen, just listen (...and do it without judgement...and not waiting for an opportunity to jump in and start talking)

Respond (no one should have to ask “Are you still there?” and no one wants to hear “Sorry I missed that”).)

Clarify and Summarize (every one on the same page, is everyone clear on next steps?)

We need a common language, and need to be thinking of a common vision to be on the same page to reach common objectives – same processes, same risks; language and vision are in sync.

Graham Furnis

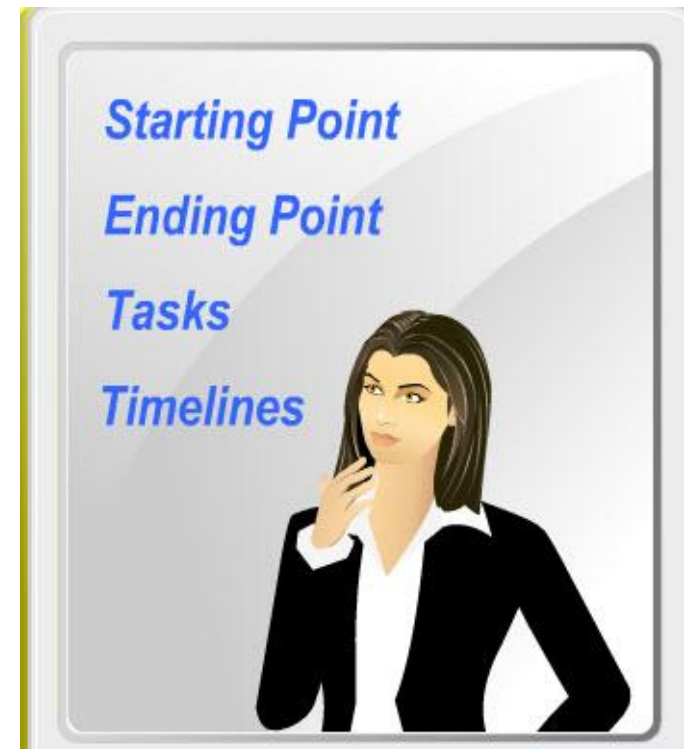


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Communicating Internally

1. Invest the time
2. Collaborate
3. Leave your ego at the door... your emotions too
4. Be clear
5. Have confidence
6. Give feedback
7. Summarize



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The Real World....

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Practical Tips



1. Follow-up your meetings with an email summary

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A photograph of four business professionals (three men and one woman) sitting around a large, reflective wooden conference table. They are all looking down at a document or notebook on the table. One man on the left is holding a green cup. The woman in the center is writing with a red marker. The man on the right is holding his glasses. The background is a bright, out-of-focus office setting.

Practical Tips

2. Regular status reports...in writing

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Practical Tips

3. Weekly scheduled status calls

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Practical Tips

4. Check-in points at all project milestones with key stakeholders

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Practical Tips



5. Seek out feedback – both good and not so good

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Practical Tips

A goldfish is captured mid-jump, leaving a trail of water behind it as it moves from a smaller fishbowl on the left into a larger fishbowl on the right. The background is a clear blue sky with soft white clouds.

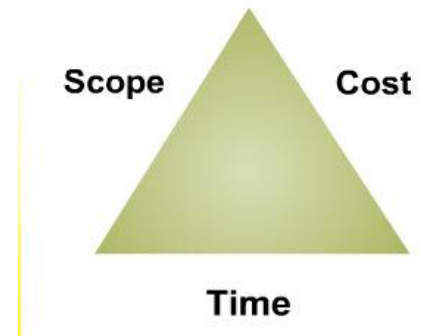
6. Actually learn from the feedback!

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Practical Tips Summary

1. Follow-up your meetings with an email summary
2. Regular status reports...in writing
3. Weekly scheduled status calls
4. Check-in points at all project milestones with key stakeholders
5. Seek out feedback – both good and not so good
6. And actually learn from it!

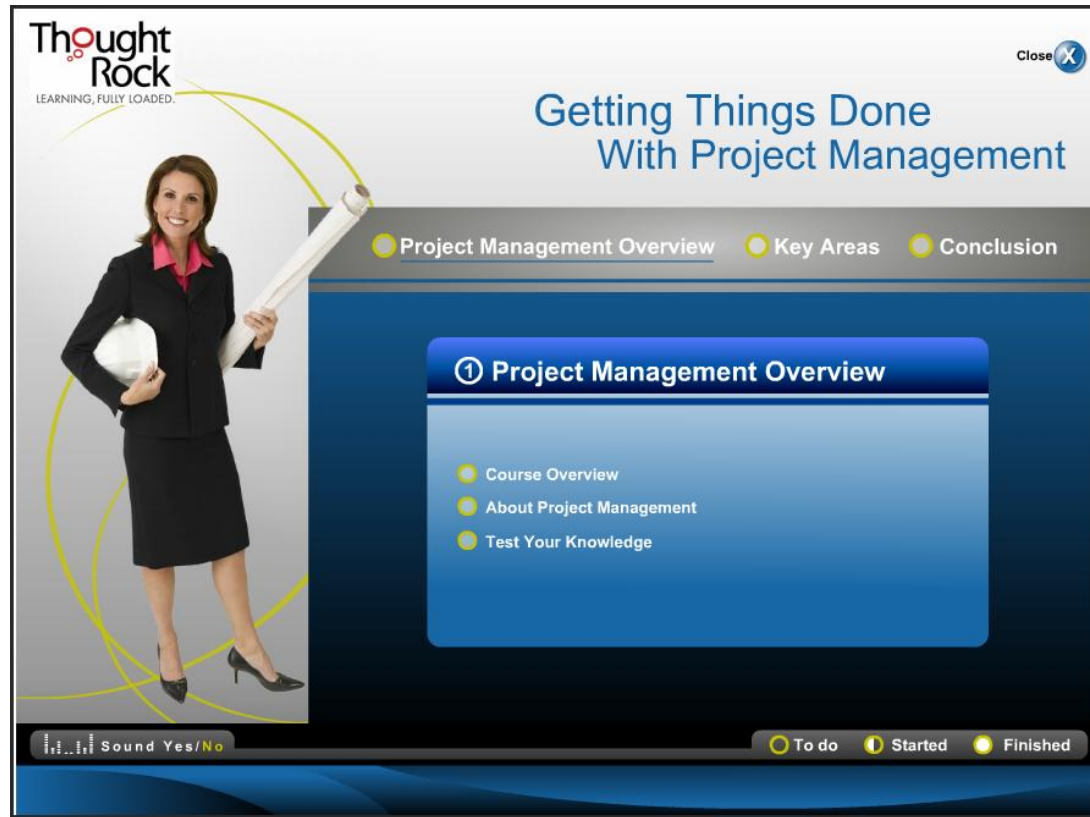


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Project Management 101 eLearning Course

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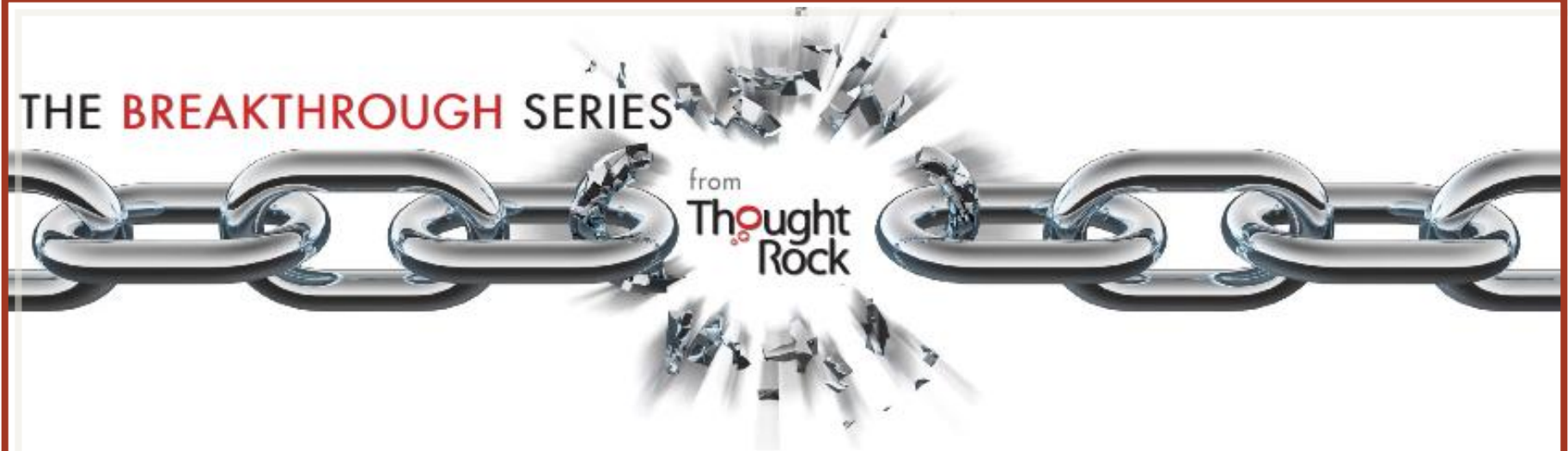
If you're 6 months late on a milestone due next week but really believe you can make it, you're a project manager.

Unknown author

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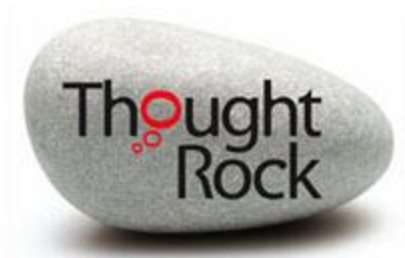
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