

# Communication methods

## Def.:

- Several models to share information among stakeholders.
  - Interactive communication: multidirectional exchange in real-time.
  - Push communication: Sent to recipients who receive it. Ensures info is send, but not that info is understood.
  - Pull communication: Requires recipients to access on their own.

## Goal:

- Distribute info

## Procedure:

- Major forms of communications
  - Interpersonal communication: face-to-face
  - Small group communications: 3-6 people
  - Public communication: 1 speaker to many people
  - Mass communication: 1 sender, a large amount of (anonymous) receivers
  - Networks and social computing communication: many to many by social media

## Area:

- Ungrouped Tools & Techniques

## Main Process:

- 10.1 Plan Communications Management
- 10.2 Manage Communications

# Conflict Management

## Def.:

- Sources of conflict: scarce resources, scheduling priorities, personal work styles
- Team ground rules, group norms, sound communication planning and role definition reduce the amount on conflicts

## Goal:

- Greater productivity, positive work relationships

## Procedure:

- Conflict should be addressed early and in private using a direct, collaborative approach
- 5 Techniques
  - Withdraw/avoid: postpone to be better prepared or let others resolve it
  - Smooth/accommodate: emphasize areas of agreement, maintain harmony
  - Compromise/reconcile: temporarily or partially resolve conflict, lose-lose situation
  - Force/direct: pushing ones viewpoint at the expense of the others, win-lose situation
  - Collaborate/solve: incorporate multiple viewpoints; leads to consensus and commitment; win-win-situation

## Area:

- Interpersonal and Team Skills

## Main Process:

- 9.5 Manage Team, 9.4 Develop Team
- 4.1, 4.2
- 10.2
- 13.3

# Assessment of other risk parameters

## Def.:

- Consider characteristics of risks other than impact and probability when prioritizing risk

## Goal:

## Procedure:

- Consider
  - Urgency - period of time within which a response to a risk is to be implemented to be effective
  - Proximity - period of time before the risk might have an impact on project objectives
  - Dormancy - period of time after a risk has occurred before its impact is discovered
  - Manageability - ease with which the risk owner can manage the occurrence or impact of a risk
  - Controllability - degree to which the risk owner is able to manage the risks outcome
  - Detectability - degree to which the result of the risk occurring can be detected
  - Connectivity - extent to which the risk is related to other risks
  - Strategic impact - potential for the risk to have an impact on the organization's strategic goals
  - Propinquity - degree to which a risk is perceived to matter by one or more stakeholders

## Area:

- Data Analysis

## Main Process:

- 11.3 Perform Qualitative Risk Analysis

# Stakeholder mapping / representation

## Def.:

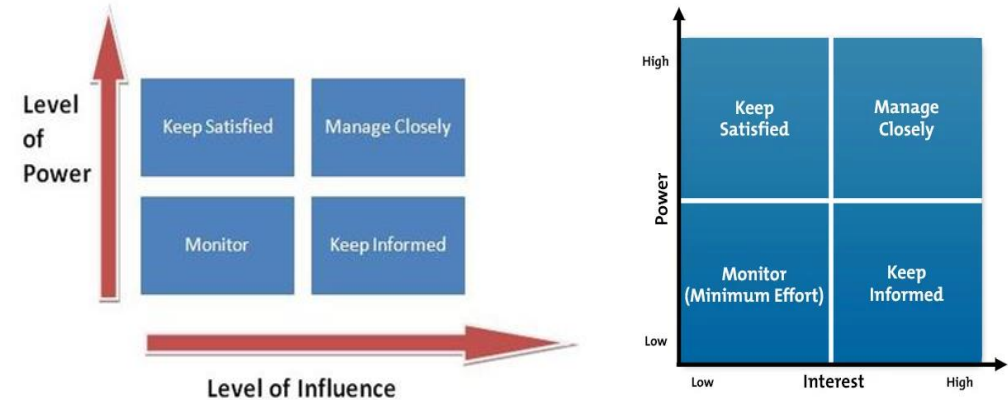
- Categorizing stakeholders using various methods

## Goal:

- .

## Procedure:

- Power/interest grid, power/influence grid, impact/influence grid
  - Grouping of stakeholders. Useful for small project
- Stakeholder cube
  - Enhances grid in the third dimension
- Salience model
  - Describes classes of stakeholders based on power/urgency/legitimacy (or proximity)
  - Useful for large, complex projects
- Directions of influence
  - Upward/downward/outward/sideward
- Prioritization
  - Necessary when there are many stakeholders



## Area:

- Data Representation

## Main Process:

- 13.1 Identify stakeholder