




# Essential Communication Skills for All Project Managers










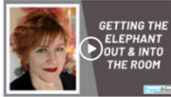




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 <p><b>Your Project is Failing...</b></p> <p>Peter Monkhouse Product Management</p>	 <p><b>Candid Chat on Project Management</b></p> <p>Robert Nevins Selvadurai Leadership</p>	 <p><b>Are You an Emergency or Emergent Leader?</b></p> <p>Jill Birch Leadership</p>	 <p><b>The 3 Communication Traits of Champion Project Managers</b></p> <p>Skip Weisman Communications</p>	 <p><b>Strategic Thinking: Your Work, Your Career and Your Life</b></p> <p>David Barrett Strategic Thinking</p>
 <p><b>Applying Artificial Intelligence to Project Management</b></p> <p>Paul Boudreau Artificial Intelligence</p>	<p><b>Project Bites</b></p> <p>Stakeholders Vijay Verma Politics</p> <p>Change Management</p> <p>Team Management</p>			 <p><b>Mastering Communication Influence Level 2: One-to-One Communication</b></p> <p>Skip Weisman Communications</p>
 <p><b>Mastering Communication Influence Level 1: Self-Communication</b></p>	 <p><b>Strategic Thinking: Your Work, Your Career and Your Life</b></p>	 <p><b>Getting the Elephant Out &amp; Into the Room</b></p> <p>Amber McMillan</p>	 <p><b>Leading with Authenticity</b></p> <p>Katherina Tamai-Lokhorst Leadership</p>	 <p><b>Portfolio Management for Strategic Success</b></p> <p>Roxane Fast</p>

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## Poor Communication Within a Project...

- Differences in expectations
- Surprised people
- Lack of control
- The right fingers are not on the pulse
- People are impacted by the project at the last-minute
- Team members don't know what's going on
- Misunderstood requests
- Wrong deliverables
- Project failure

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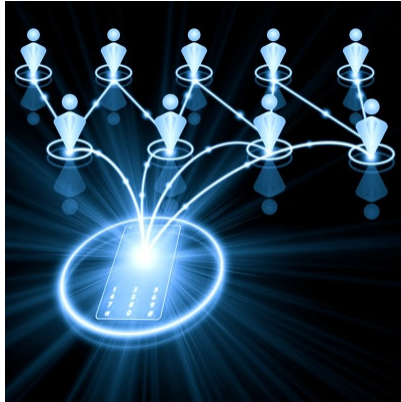
Web poll released by the Computing Technology Industry Association (CompTIA), an Oakbrook Terrace, Ill.-based trade association.- Nearly 28% of the more than 1,000 respondents to the survey said poor communication is the number one cause of project failure...

**“Ineffective communications is the primary contributor to project failure one third of the time, and had a negative impact on project success more than half the time.”** PMI Study

THE HIGH COST OF LOW PERFORMANCE: THE ESSENTIAL ROLE OF COMMUNICATIONS May 2013, Project Excellence Blog – Coreworks

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## Project Managers Communicating

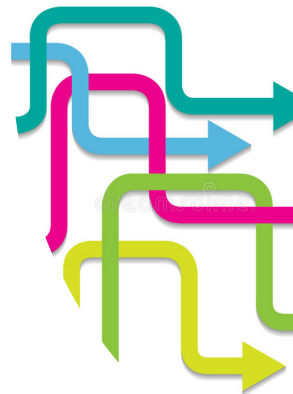


- Who?
- What?
- Where?
- Why?
- How?
- When?

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## My Four Critical Tools...

- Know Your Audience
- Structure the Message
- The Seven Bullets (+ or – 2)
- ‘Pop’ Them
- Use the Right Tools



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## Know Your Audience



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## A Cool Tool to Better Understand People

### **Shark**



- Direct and straightforward
- All about themselves
- Willing to be confrontational
- Blunt / Brutally honest
- Focused on what it believes is most important at the time

### **Whale**



- Nurturing to all
- Puts others in front of itself
- Social
- Open / Honest / Friendly /
- Non-Aggressive
- Shows compassion

### **Dolphin**



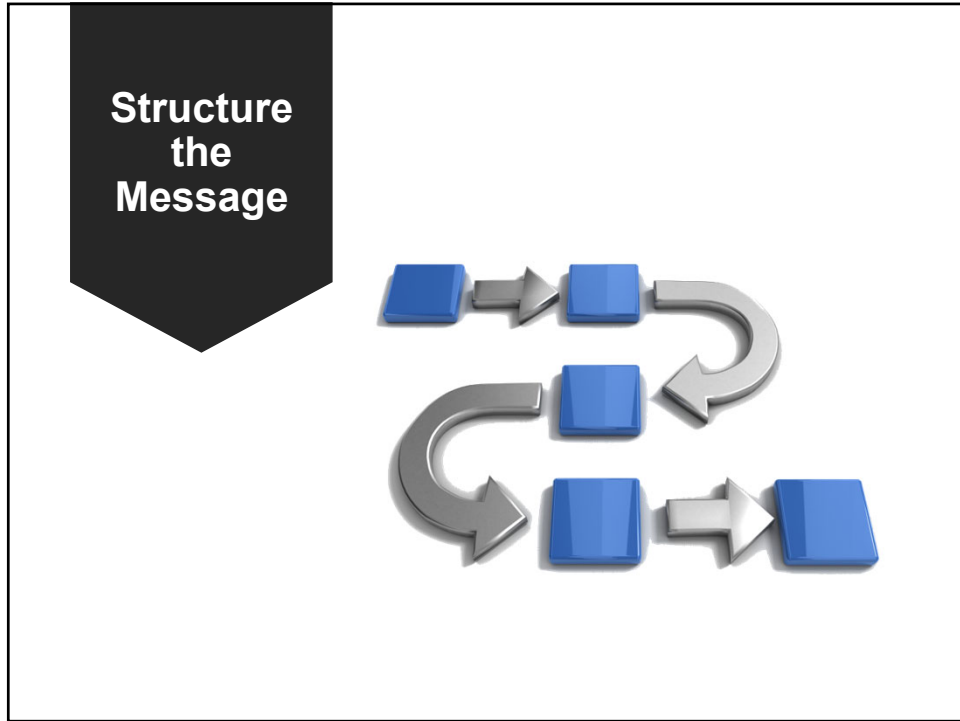
- Likes to have a good time
- Likes others to have a good time
- Outgoing
- Friendly
- Gets distracted by shiny items

### **Sea Urchin**



- Analyzes everything all the time
- Thrives on data, reports, input
- Detail-oriented
- Internalizes feelings and opinions
- Focused on one thing at a time

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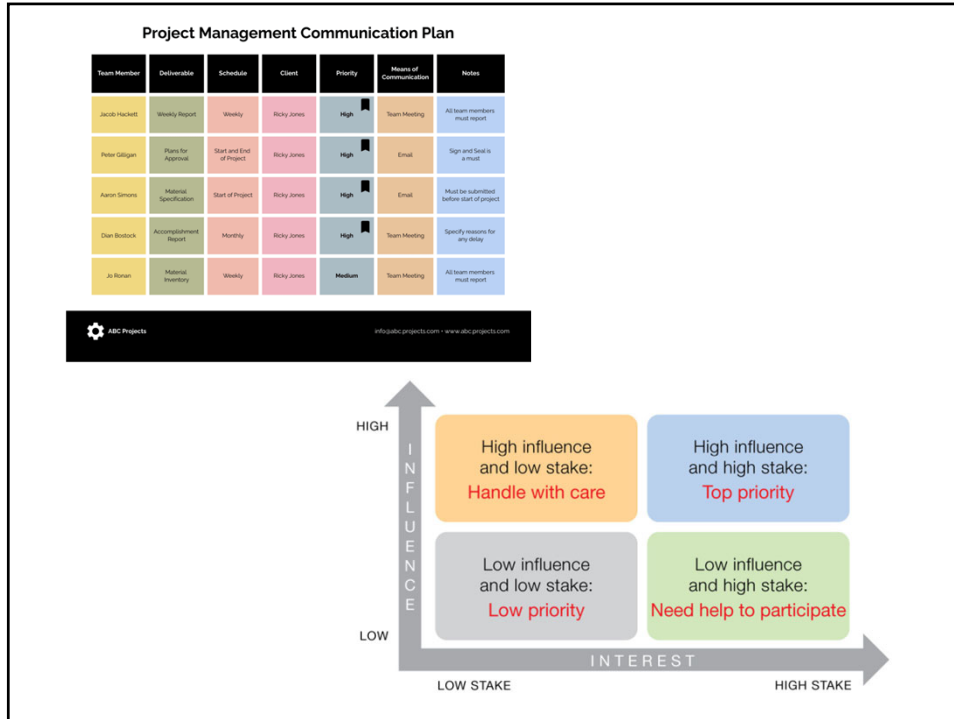
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Meetings



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## The Personal Touch



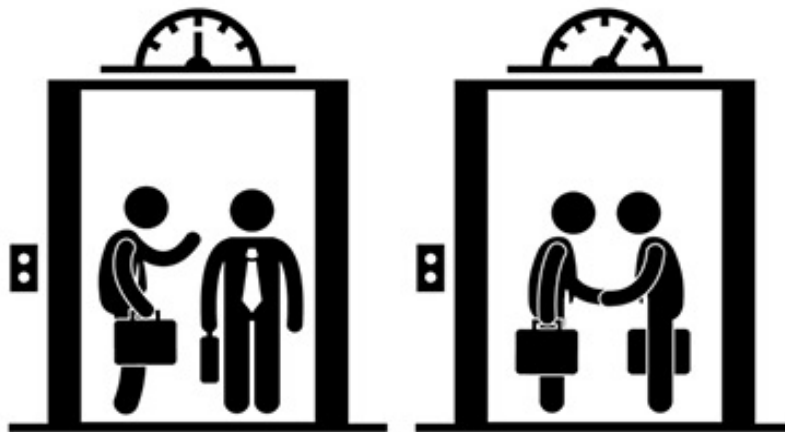
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## The Office Walk-About



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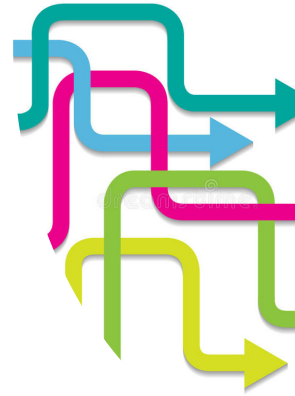
## Your 20 Second Elevator Speech



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# THANK YOU

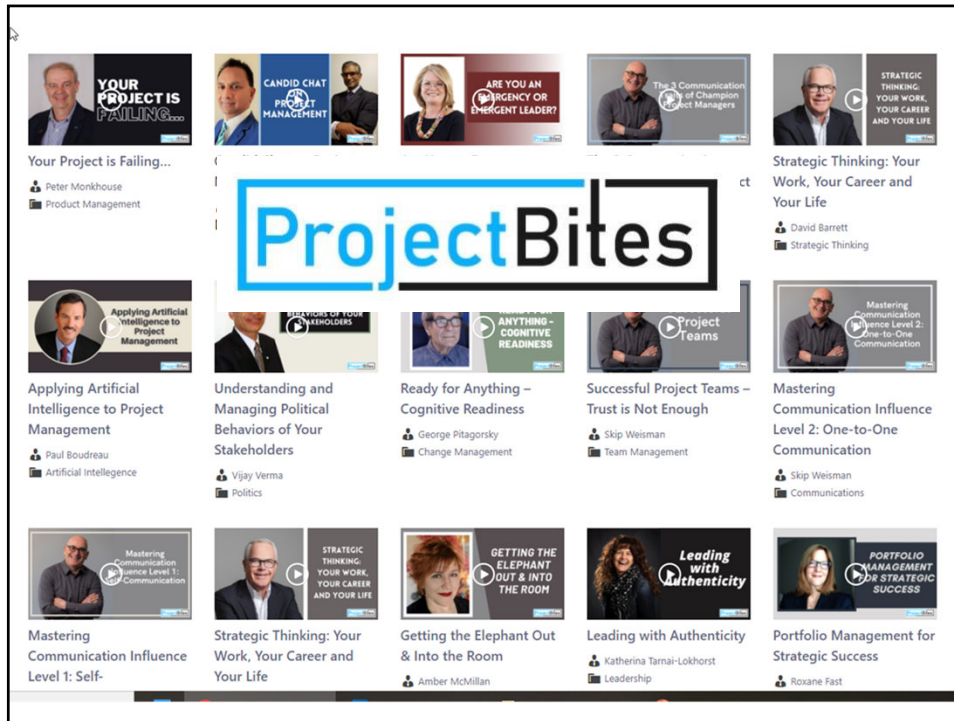
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# Thank You



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