IMPROVING PROJECT COMMUNICATIONS AND STAKEHOLDER MANAGEMENT

Course Code: 821778

This course focuses on improving both the efficiency and effectiveness of all project-related communications.

This course, based on PMI®'s PMBOK® Guide, seventh Edition, focuses on improving both 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 projects. Participants will apply all course principles to a work-related case study taken directly from their work environment.

What You'll Learn

Upon successful completion of the Improving Project Communications and Stakeholder Management Training Course, you will understand:

- Project Communication Management Processes
- Project Stakeholder Management Processes
- Initiating Stakeholder Processes
- The Communications Management Plan
- How to Execute Communication Processes

Who Needs to Attend

This course is intended for:

- Project managers, project team leads, and project team members (with or without a currently-active PMI certification) who want to gain a deeper understanding of and hands-on experience with project management tools, techniques, and outputs related to the subjects (Knowledge Areas) of project communications and stakeholder management as documented in the PMBOK® Guide, Seventh Edition.
- Professionals who hold current PMP®, PgMP®, or other PMI credentials, who wish to earn Professional Development Units (PDUs) to maintain their PMI certification.

Prerequisites

To ensure that you benefit fully from this course, you should have experience managing, leading, or contributing to projects. A PMI project-management credential such as PMP® or CAPM® is recommended but not required.

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VIRTUAL CLASSROOM LIVE	$1,995 CAD	2 Day

Virtual Classroom Live Outline

Lesson 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

Lesson 2: Initiating Processes

- Identify Stakeholders
    1. Identify Stakeholders Overview
    2. Stakeholder Analysis
    3. Stakeholder Classification Models
    4. Salience Model
    5. Stakeholder Register
    6. Create a Stakeholder Register

Lesson 3: Planning Processes

- Plan Communications Management
    1. Plan Communications Management Overview
    2. Communications Management Plan
    3. Common Project Management Communication Documents

    4. Communication Tools
    5. Create a Communications Management Plan
    6. Virtual Team Communications
    7. Virtual Teams Technologies
    8. Virtual Teams Best Practices
- Plan Stakeholder Engagement
    1. Analytical Techniques
    2. Stakeholder Engagement Plan Sample Content
    3. Create a Stakeholder Engagement Plan

Lesson 4: Executing Processes

- Manage Communications
    1. Manage Communications Overview
    2. Communication Methods
    3. Communication Model
    4. Communication and Active Listening
    5. Negotiations
    6. Three Crucial Elements of Negotiations
    7. Win-Win Negotiating
    8. Win-Lose Negotiating
    9. Conduct a Win-Win Negotiation
    10. Communicating Bad News
    11. Body Language
    12. Business Attire
    13. Improving Your Body Language
    14. Verbal Communication
    15. Public Speaking
    16. Audience Involvement
    17. Listening Skills
    18. Project Meetings
    19. Written Communications
    20. Powerful Writing
    21. Email Guidelines
    22. Presentation Design Best Practices
    23. Create a Presentation
- Manage Stakeholder Engagement
    1. Manage Stakeholder Engagement Overview
    2. Review an Issue Log

Lesson 5: Monitoring and Controlling Processes

- Monitor Communications
    1. Performance Reporting
    2. Tracking Gantt Charts
    3. Worksheet Information
    4. Milestone Charts
    5. Bar Chart Graphs

- Monitor Stakeholder Engagement
  1. Best Practices

Dec 10 - 11, 2025 | 10:00 AM - 3:00 PM EST

Mar 10 - 11, 2026 | 10:00 AM - 3:00 PM EDT

Jun 8 - 9, 2026 | 10:00 AM - 3:00 PM EDT

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