



# INF 151: People Management

Week 10: Thursday

# Today's Agenda

## Announcements:

- Complete your team evals by end of finals week
  - Team Performance Review in Canvas
  - Completion is worth 1 pt
  - The score you receive from your team will factor into your overall participation score

## Today:

- People Management/Communication



# Team Communications

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# Team Communications

Developing a Plan

Communication breaks down as teams and organizations get larger OR more distributed

Poor Communication = Negative Outcomes





# Team Communications

## Developing a Plan

A communication plan can help establish good practice

Can be an agreement or formal document that details how you will communicate outwardly

Identify stakeholders, determine how you will communicate to them:

- Sponsors, project team, support staff, customers, users, competitors, your industry, the general public

Develop a strategy for increasing support of all stakeholders



# Team Communications

Communication management plan phase  
breakdown

Initiating

- Identify stakeholders

Planning

- How will you communicate?

Executing

- Distribute project information
- Manage stakeholder expectations

Monitoring and controlling

- Reporting performance



# Team Communications

Communication management plan contents

- Description of information included in communication
- Who is responsible for creating and maintaining
- Dates and frequency of creation
- How it will be delivered (email, hard copy, presentation, call, etc)
- Revision procedures
- Glossary of terms



# Team Communications

A simple spreadsheet that outlines the communication plan for each stakeholder

Should include stakeholder's name, position, project role (if any), requirements, and so forth

The Stakeholder Register

Stakeholders	Document	Document Format	Contact Person	Due
Customer management	Monthly status report	Hard copy	Tom Silva	First of every month
Training subcontractor	Training plan	Email	Najwa Gates	12/15/2023





# Team Communications

Communication management plan

Overarching goal is to ensure that the right information gets to the right people in a timely fashion

Don't bury or leave out crucial information!

Don't be afraid to report bad information!

(hiding information and being found out is never good)

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# Team Communications

We covered this topic last for a reason!

First, we know you don't have enough stakeholders to require a formal plan

Second, it's worth experiencing some of the pitfalls of poor communication to recognize the importance of having a plan

Let's discuss:



<https://api.socrative.com/rc/tsEjN7>



**Next Class**

Tuesday 12/6  
4:00-6:00 PM

FINAL!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!



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# Let's Review!





# Help me

Extra Credit Topic Ideas (pts 1):

1. Favorite part of the class (.01) :(
2. Case study analysis
3. Communication challenges - prompt that you have to resolve through communication plan?
4. Draw a Gantt chart
5. Reflect on how you used one of the course topics to solve a group challenge
- 6.

Wildcard Extra Credit from Baldwin

1. Not MC, but straightforward....harder than ^ so (pts 2)