

EFFECTIVE COMMUNICATION

Presented by:

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PROJECT DELIVERY ACADEMY**MODULE 3: COMMUNICATIONS AND DEVELOPMENT****IN THIS PRESENTATION:**

- The Communication Cycle
- Listening
- Interpersonal Communications



I'm sorry you find
communicating so
difficult, next time I'll
read your mind.



som^{ee}cards
user card



communication



com·mu·ni·ca·tion

/kəˌmyʊnəˈkāSH(ə)n/

noun

noun: **communication**; plural noun: **communications**

1. the imparting or exchanging of information or news.
"at the moment I am in **communication with** London"

Similar: transmission imparting conveying reporting presenting

- a letter or message containing information or news.
"a telephone **communication**"

Similar: message statement announcement report dispatch

- the successful conveying or sharing of ideas and feelings.
"there was a lack of **communication between** Pamela and her parents"
- social contact.
"she gave him some hope of her return, or at least of their future **communication**"

Similar: contact dealings relations connection association communion

2. means of sending or receiving information, such as phone lines or computers.
"satellite **communications**"
- the field of study concerned with the transmission of information by various means.

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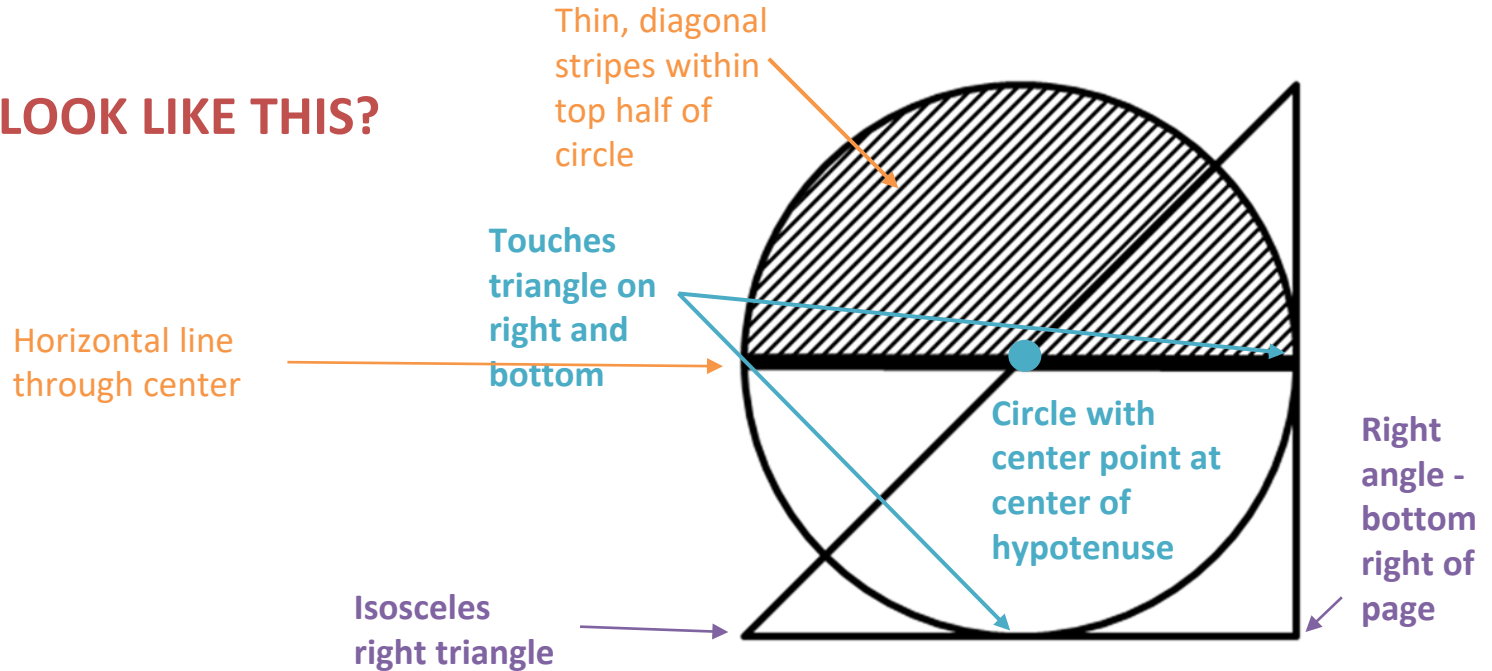
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EXERCISE

- Draw What I Describe
- No Questions



DOES YOURS LOOK LIKE THIS?

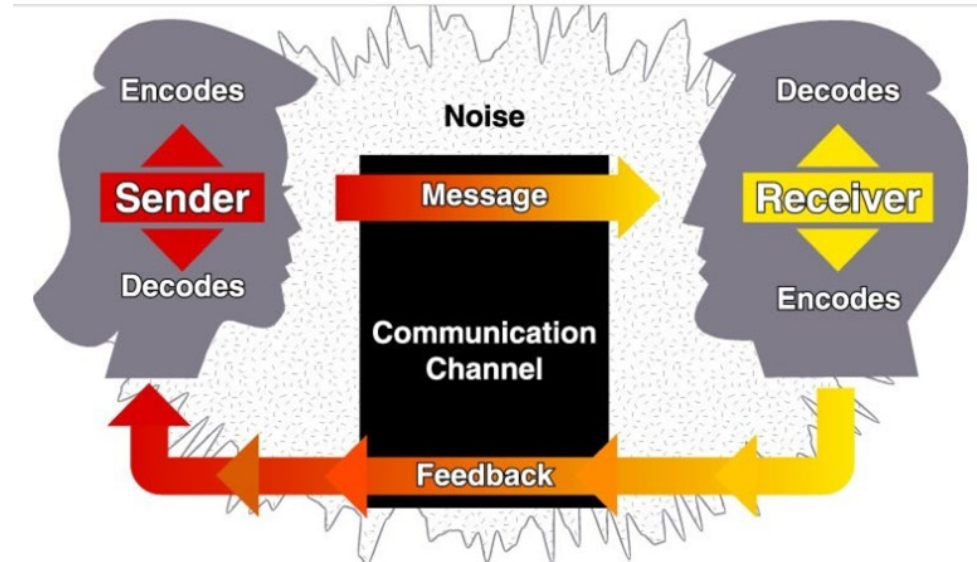
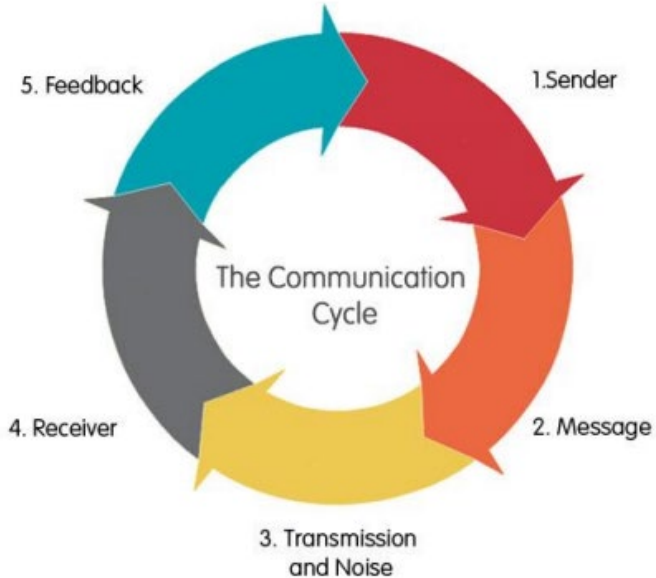


What does this have to do
with being a project manager?

Everything!

Some studies suggest that the PMs
spend up to **90%** of their time communicating!

The Communication Cycle



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Starting the Messaging Cycle:

Step 1: Encoding

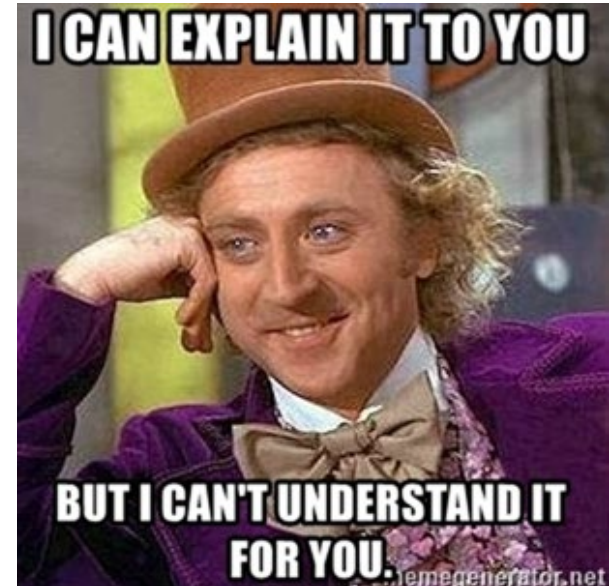
Convert to a form - Prepare your message

Step 2: Delivery

Send the message

Step 3: Decoding

Turning the communication to thoughts



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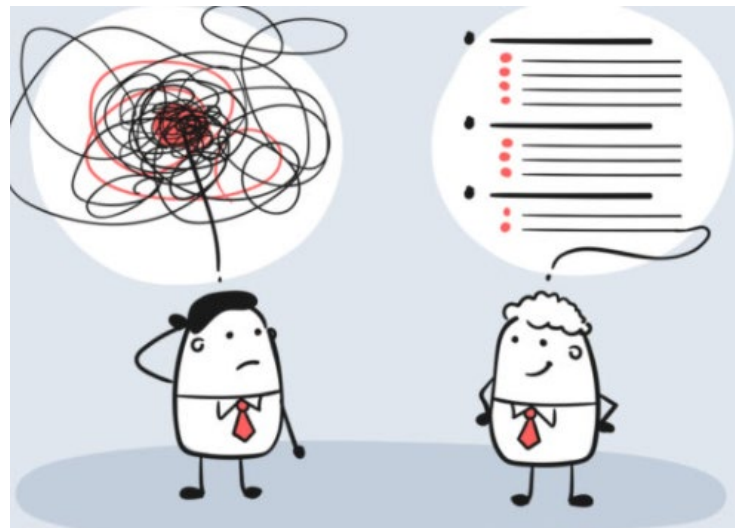
Step 1 - Encoding

Organizing Thoughts

Why/What do I want to communicate?

With whom do I want to communicate?

When do I want to communicate?



WHY/WHAT DO I WANT TO COMMUNICATE?

- A Question?
- Directive
- Feedback
- “Opinion”
- Idea

“You can have brilliant ideas, but if you can’t get them across, your ideas won’t get you anywhere.” -

Lee Iacocca



WHO DO I WANT TO COMMUNICATE?

- Manager
- Team
- Direct Report
- Coworker
- Family

Will dictate:

- The words you say
- The tone you use
- The way you communicate

WHEN DO I WANT TO COMMUNICATE?

- Now
- One-time
- Repeatedly
- Regularly

PM Examples:

Ask Roadway Designer to prepare Survey request (one-time)

Follow up on Status of Clearance (bi-weekly)

Communicate Project Status with Team (monthly)

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

WHY DOES IT MATTER:

- Organize Thoughts
- Prepare
- Choose Delivery Method
- Consider Emotions

Effective communication can increase employee engagement, boost workplace productivity, and drive growth.

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Step 2 - Delivery

HOW do I want to communicate?

Face to Face

Email

Phone

Messaging

Google Meets

Chat

Text



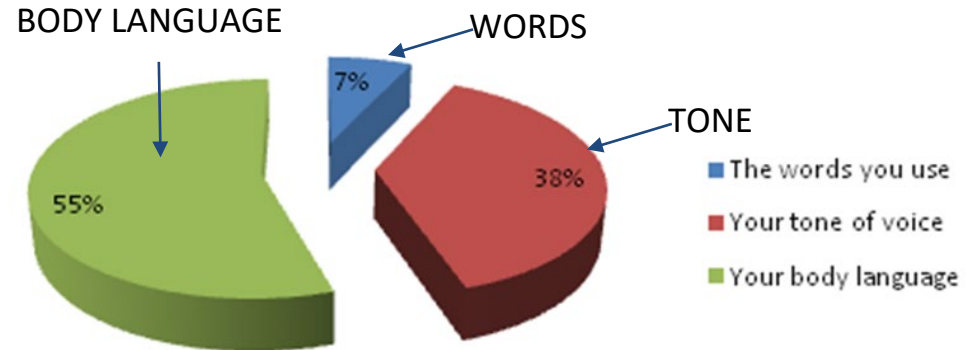
Google

DELIVERY - COMMUNICATING VOCALLY

Face to Face Virtual Meeting

Consider words to use, your voice quality, and your body language

Key Elements Of Successful Communication



Albert Mehrabian (1967)

PROJECT DELIVERY ACADEMY**MODULE 3: COMMUNICATIONS AND DEVELOPMENT**

Step 3 - Decoding

Listening & Interpretation



REACTIVE LISTENING

Formulating opinion

“I know already”

Agree/Disagree

Find the flaw

Dominate the discussion



ACTIVE LISTENING

Possibility

Commitment

Content

Opportunity

Contribution



POOR LISTENING HABITS

Not paying attention

Listen: 150 – 250 wpm

Think: 1,000 – 3,000 wpm

Pseudolistening

Sender thinks the receiver understands

Listening but not hearing

Interrupting

Making assumptions about the “rest of the message”



EFFECTIVE LISTENING HABITS

Pay attention:

Force yourself

Active listening

Don't Interrupt

Listen for the entire message:

Look for meaning and consistency in both verbal and non-verbal cues

Listen for ideas, intentions, feelings, and facts (context)

Paraphrasing:

Restate in your own words

Hear before evaluating:

Don't draw premature conclusions

Ask clarifying questions

Hold judgment or advice

EFFECTIVE LISTENING HABITS

6 KEY ACTIVE

LISTENING SKILLS

					
1. PAY ATTENTION.	2. WITHHOLD JUDGEMENT.	3. REFLECT.	4. CLARIFY.	5. SUMMARIZE.	6. SHARE.

 Center for Creative Leadership®

OTHER THINGS TO CONSIDER

PREPARATION

UNDERSTAND & RESPECT VARYING VIEWPOINTS

ANTICIPATE QUESTIONS

DEMONSTRATE YOU ARE LISTENING

BE CONFIDENT (not arrogant)

PROVIDE FEEDBACK

Give and receive feedback

Give Praise for Efforts and

Accomplishments

PROJECT MANAGERS USE COMMUNICATION SKILLS FOR:

- PRB/PPAC/ Board Meetings
- Huddles/Business Reviews/One on One Coaching
- Project Kick Off Meetings
- Regular Project Progress Meetings/Comment Resolutions
- Agency Meetings
- District Quarterly Meetings
- Stakeholder Meetings / Public Meetings
- Partnering sessions
- Conflict resolution meetings / Project Claims
- Scope and Fee Negotiations / Consultant Selection



