

WBS 7.3 PM CROSSTALK

WBS 7.3 PM Crosstalk

Benjamin Srock

Embry-Riddle Aeronautical University Worldwide Campus

Effective Communication for Managing Projects

PMGT-502

Ki-Young Jeong, Ph.D.

September 24, 2016

WBS 7.3 PM CROSSTALK

Address the following questions related to Chapter 11 in Project Management Communication Tools:

Describe one of the tools in this chapter that you have used. What were the benefits to using this tool?

I'm fortunate in the fact that I work with projects every day that involve interdepartmental utilization as well as outside service vendors (contractors). I use the project organization chart quite often and enjoy how easily it shows the relation between superiors and subordinates, departments, project manager, leads, and team members. When posted on the project work stand, it provides an easy to understand hierarchical view of the project and to whom that particular individual reports. Misunderstandings and confusion are reduced as a result, and thus wasted time and money. I enjoy this simple tool very much.

Describe how you could use one of the tools in this chapter in your workplace? What would be the benefits of using this tool?

The responsibility matrix chart is a tool that would be quite helpful in my workplace. This matrix should be created at the beginning of the project process with the team present for their assignment within the matrix (Dow & Taylor, 2015). At this time, a hierarchical understanding is in place, but not an understanding of responsibility. The crew leads, team leads, and project manager seem to have information dumped on them that is not normally their responsibility, nor do they require this information. Assigning responsibility will help any misunderstanding as to who is responsible for which tasks and whether or not they are responsible, accountable, has sign-off authority, and who requires consultation or informing prior to any decision. This will ease failures within the task process and help ensure project life cycle flow.

WBS 7.3 PM CROSSTALK

References:

Dow, W. & Taylor, B. (2015). *Project Management Communication Tools*, Renton, WA., Dow Publishing LLC