



Template Guide

What is a Communications Management Process?

A Communications Management Process is a method by which formal messages are identified, created, reviewed and communicated within a project. Clear, accurate and timely communication is critical to the success of any project as miscommunication can result in uninformed stakeholders making decisions which do not benefit the project. Clear project communications therefore ensures that the correct stakeholders have the right information (at the right time) with which to make well-informed decisions.

Various types of formal communication may be undertaken within a project, including releasing regular project status (or performance) reports, communicating project risks / issues / changes or summarizing project information within weekly newsletters. Regardless of the type of communication to be sent, the method for undertaking the communication will always remain the same. The following procedures are undertaken when formally communicating messages within a project:

- *Identify message content, audience, timing and format*
- *Create message for review*
- *Review message accuracy and timeliness*
- *Communicate message to audience.*

When to use a Communications Management Process

Although the Communications Management Process is typically undertaken after the Communications Plan has been documented (i.e. during the 'Execution' phase of the project), communications will take place during all phases of the project. This process therefore applies to all formal communications undertaken during the life of the project, including Project Closure. Without a formal Communications Management Process in place, it will be difficult to ensure that all project communications are undertaken in a formal, structured manner – thereby placing the project at risk.

The Communications Management Process is terminated only when the Execution phase of the project is completed and the Project Closure has been communicated to all project stakeholders.

How to use this template

This document provides a guide on the topics usually included in a Communications Management Process. Sections may be added, removed or redefined at your leisure to meet your particular business circumstance. Example tables, diagrams and charts have been added (where suitable) to provide further guidance on how to complete each relevant section.