

## COMMUNICATION PLAN (fictitious example)

**Project:** Pharmacy Department Library

**Project Leader:** Robert Kahn, Project Management Office

**Version:** 1

**Date:** 3/10/11

Objective of communications:

- Update sponsors on status of the project, issues and risks
- Expectation management
- Project leader communication to team & stakeholders

Audience of communications:

- Executive and project sponsors, project team
- Pharmacy Department (50 stakeholders)
- Stakeholders

Primary communication methods:

Email, posters, meetings, status reports

Audience	What are their needs?	What vehicle/medium?	How often?	Communication source	Who delivers message?
<i>Who needs to be informed?</i>	<i>What do they need to know?</i>	<i>How will communications occur?</i>	<i>How often will communications occur?</i>	<i>Who is responsible for creating communications?</i>	<i>Who will deliver communications?</i>
1. Executive	1. Project Progress,	1. Project status	1. Weekly (every	1. Project Leader	1. Project Leader

Audience	What are their needs?	What vehicle/medium?	How often?	Communication source	Who delivers message?
sponsor – Jim Chan, VP	Budget, Issues, and Risks	summaries	Thursday)	Robert Khan	Robert Khan
2. Project sponsor Jane Smith	2. Project Progress, Budget, Issues, and Risks	2. Project status summaries	2. Weekly (every Thursday)	2. Project Leader Robert Khan	2. Project Leader Robert Khan
3. Project Team	3. Project Progress, Budget, Issues and Risks	3. a. Status meetings b. Status reports	3. a. Status meetings – weekly (every Wednesday) b. Status reports- weekly (every Tuesday)	3. a. Each team member attends meetings b. Each team member reports on their activity progress	3. a. Team member b. Team member
4. Pharmacy Department Stakeholders	4. a. Project Progress b. Input on choice of books for library c. Impact on working environment d. User Information	4. a. Status summaries b. Questionnaire & Confirmation c. Meetings Q&A d. User manual and FAQ	4. a. Weekly ( every Tuesday) b. Once (4/15/11) c. Monthly during department meetings and one special Q&A session (4/29/11) d. Once (5/15/11)	4. a. Project Leader Robert Khan b. Library development team lead Tim Olson c. Project Sponsor and managers Jane Smith, George Gonzalez d. Project library process lead and team Nancy Lox	4. a. Project Leader Robert Khan b. Project Sponsor Jane Smith c. Project Sponsor and managers Jane Smith, George Gonzalez d. Department managers George

Audience	What are their needs?	What vehicle/medium?	How often?	Communication source	Who delivers message?
					Gonzalez, Tim Olson
5. Other Stakeholders	5. Informed of project completion	5. Informative announcement	5. Once upon project completion (estimated 7/1/11)	5. CHILD and In-House announcement and story	5. Functional Manager George Gonzalez to write article