



The Project Manager's Communication Toolkit

Shankar Jha

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Addressing the unique difficulties involved in day-to-day project management communication, **The Project Manager's Communication Toolkit** provides proven methods for creating clear and effective communications—including text-based plans, reports, messages, and presentations. It examines the many tools available and goes beyond traditional coverage to define their proper use and application.

Using language that's easy to understand, the author explains how to determine the appropriate tools for specific communication needs. This time-saving resource provides the understanding to harness the power of everyday communication, such as email and PowerPoint® to:

- Gain control over project parameters
- Overcome conflict
- Create effective project plans, charters, and statements of work

Considering that most projects fail due to lapses in communication, it is essential for project managers to understand how to communicate their plans and ideas clearly and effectively. Complete with numerous examples and case studies, this book provides the understanding required to select the right tools, as well as the insight to use those tools effectively in a wide range of real-world situations.

Praise for:

... a 'slam dunk' in providing the reader a foundation, emphasizing various tools, techniques; and in which situations they should be applied. The case studies further challenge the day-to-day situations one may face; providing techniques that work! Anyone that has been part of a project team will benefit from this book.

—Lisa Holowiak, Quality Assurance Specialist, Pfizer, in *PM World Today*, Vol. XII, Issue X

... a valuable resource for program and project managers at all levels and all industries. Shankar very successfully managed very large and complex projects for my organization utilizing many of these tools and techniques.

—Nancy Couture, V. P. Enterprise Intelligence, Ingenix

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Ellen Garcia:

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Robert Jackson:

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