Northeastern University
Office of Alumni Relations

LEADING PROJECTS
IN AN EVER-CHANGING ENVIRONMENT
PROJECT COMMUNICATIONS

Communication and the Project Manager

- 90% of job
- Integrator
- From The Pulse of the Profession, the most critical success factor in project management is effective communications to all stakeholders.

Factors Contributing to Ineffective Communication

- Disconnect around project benefits
- Poor language pitfalls
- Unclear process for communication
- Complexity of project environment

Best Practices – Communication Skills

- As a project manager, it is your responsibility to exemplify ethical and effective communication throughout the project.
- Communication should not be viewed as single step. Once the message is provided, follow through to make sure the message has been received and understood.
- In addition to informing, use effective communication to manage stakeholder expectations and foster engagement, solicit input, provide recommendations, and identify key activities within your project.
- Being able to actively and effectively listen is just as important as sending a message.

Best Practices – Leading Remote Teams

- As we move to more virtual teams, what is lost and then think very carefully of what the opportunity has cost in what makes us impactful and effective.
  - Know the costs and benefits of your e-communication plan <Risk Management>
  - Virtual tools don’t replace. They reshape.
- Be purposeful about the tools.
  - Tools meet the need
  - Folks have access
  - Folks know how to use
- Remember the human touch. Building trust is key.
- Consider how to re-create the bumping into each other
PROGRAM AND PORTFOLIO MANAGEMENT

Degrees, Concentrations, and Certificates

Experiential Learning: Our Curriculum

- Co-op
- Internships
- Classroom
  - Case Study
  - Project Scenarios
  - Faculty Projects
  - INT 6940 and INT 6943 (XN Project)
  - Communication Skills and Leading Remote Teams is applied in each course.

Visit northeastern.edu/graduate for more information.