

## **HOW TO USE THIS TEMPLATE:**

### **Introduction**

The template reflects the steps set out in the PRINCE2® Method and is designed to prompt the Project Manager and help in the creation of the Communication Management Approach. There is also a Product Description for the Communication Management Approach at Appendix A of the PRINCE2 Manual.

### **Loading the file**

This template has been produced using Microsoft Word. To use it, load up the file directly from the directory and starting from page 1 follow the prompts (in [...] brackets).

### **Deleting the [...] text**

When the template is complete, the whole Communication Management Approach document can be printed and approved.

Prior to printing, you should delete all [...] prompt text.

### **Saving the Communication Management Approach document under its own name**

Save the Communication Management Approach document by selecting the “SAVE-AS” command; this will avoid overwriting the standard template. You must specify your own Project Directory.

### **Once your Communication Management Approach is complete check the document against the following Quality Criteria:**

- All stakeholders have been identified and consulted for their communication requirements
- There is agreement from all stakeholders about the content, frequency and method of communication
- A common standard for communication has been considered
- The time, effort and resources required to carry out the identified communications have been allowed for in Stage Plans
- The formality and frequency of communication is reasonable for the project's importance and complexity

- For projects that are part of a programme, the lines of communication, and the reporting structure between the project and programme, have been made clear in the Communication Management Approach
- The Communication Management Approach incorporates corporate communications facilities where appropriate (e.g. using the marketing communications department for distributing project bulletins)

PROJECT DOCUMENTATION

# **COMMUNICATION MANAGEMENT APPROACH**

**Project:**

Release:

Date:

**PRINCE2**

Author:

Owner:

Client:

Document Ref:

Version No:

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# 1 Communication Management Approach History

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## 1.1 Document Location

This document is only valid on the day it was printed.

The source of the document will be found at this location – *[insert folder structure]*

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## 1.2 Revision History

Date of this revision:

Date of next revision:

Revision date	Previous revision date	Summary of Changes	Changes marked
		First issue	

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## 1.3 Approvals

This document requires the following approvals.

Signed approval forms should be filed appropriately in the project filing system.

Name	Signature	Title	Date of Issue	Version

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## 1.4 Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version

## **2 Table of Contents**

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### **3 Introduction**

[States the purpose, objectives and scope, and identifies who is responsible for the approach]

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### **4 Communication Procedure**

[A description of (or reference to) any communication methods to be used. Any variance from corporate, programme management or customer standards should be highlighted, together with a justification for the variance]

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### **5 Tools and Techniques**

[Refers to any communication tools to be used, and any preference for techniques that may be used, for each step in the communication process]

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### **6 Records**

[Definition of what communication records will be required and where they will be stored (for example, logging of external correspondence)]

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### **7 Reporting**

[Describes any reports on the communication process that are to be produced, including their purpose, timing and recipients (for example, performance indicators)]

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### **8 Time of Communication Activities**

[States when formal communication activities are to be undertaken (for example, at the end of a management stage) including performance audits of the communication methods]

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### **9 Roles and Responsibilities**

[Describes who will be responsible for what aspects of the communication process, including any corporate, programme management or customer roles involved with communication]

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## 10 Stakeholder Analysis

[Identification of the interested party (which may include accounts staff, user forum, internal audit, corporate, programme management or customer quality assurance, competitors etc.)

- Current relationship
- Desired relationship
- Interfaces
- Key messages
- Information needs for each interested party:
  - Information required to be provided from the project
  - Information required to be provided to the project
  - Information provider and recipient
  - Frequency of communication
  - Means of communication
  - Format of the communication]