



Co-funded by the
Erasmus+ Programme
of the European Union



Communication Management Plan

Work package	Title
8	Management of project activities
Activity	Title
8.3	Financial and administrative management of all project activities

Content



Introduction	3
Purpose of Communication Management Plan	4
Communication Management Approach.....	5
Project Team Directory.....	6
Communication Methods and Technologies	8
Communication standards	10

Introduction

Project communication is the exchange of project-specific information with the emphasis on creating understanding between the sender and the receiver. Effective communication is one of the most important factors contributing to the success of a project.

The project team must provide timely and accurate information to all stakeholders. Members of the project team prepare information in a variety of ways to meet the needs of project stakeholders. Team members also receive feedback from these stakeholders.

Project communication includes general communication between team members but is more encompassing.

Project Communication Management is the knowledge area that employs the processes required to ensure timely and appropriate generation, collection, distribution, storage, retrieval and ultimate disposition of project information.

Project Communication is the responsibility of everyone on the project team. The project manager, however, is responsible to develop the Project Communication Management Plan with the input from the task managers and other project partners.

Purpose of Communication Management Plan

The purpose of the Communications Management Plan is to define the communication requirements for the project and how information will be distributed. The Communications Management Plan defines the following: what information will be communicated; how the information will be communicated (in meetings, email, telephone, newsletter, web portal, etc.); when information will be distributed; who is responsible for communicating project information; how any sensitive or confidential information is communicated and who must authorize this; any constraints, internal or external, which affect project communications; and any standard templates, formats, or documents the project must use for communicating. This Communications Management Plan sets the communications framework for the Erasmus+ STINT project. It will serve as a guide for communications throughout the life of the project and will be updated as communication needs change. This plan identifies and defines the roles of persons involved in this project. A project team directory is included to provide contact information for all stakeholders directly involved in the Erasmus+ STINT project.

The project manager is responsible to monitor and manage the communications as part of work package 8 – Management of project activities, and it is under the responsibility of KU Leuven.

Communication Management Approach

Approximately 70% of a Project Manager's time is spent on communication. Project Management Team are spending most of time on measuring and reporting on the performance of the project, composing and reading emails, conducting meetings, writing the project plan, meeting with team members, overseeing work being performed, meeting with partners and many more activities related to the project.

By having a solid communications management approach many project management problems can be avoided.

In the Erasmus+ STINT project the cooperative and open communication approach will be used. One of the major goals of the Erasmus+ project is to share knowledge and exchange information. Therefore, the required infrastructure to enable open channels of communication between all the project partners will be provided.

This approach will direct the activities throughout the project and it will also create a sustainable project for the future.

All Erasmus+ STINT project partners will be encouraged to present their insights and lessons learned to be available to as broad higher education population at their institution as possible. This might be implemented by the project web-page, professional publications, and more.

However, it is crucial to inform the project management team about every piece of information that each one of the partners wish to exchange with other team members and/or to publish.

We will use multiple communication channels to exchange ideas, information, and reports. We will use electronic media such as emails, Skype conversations, video-conferences, in order to provide synchronous conversations while keeping expenses as low as possible. In addition we will use telephone conversations and meetings to create interactive relations between the partners.

The Project Manager will take a proactive role in ensuring effective communications on this project.

As with most project plans, updates or changes may be required as the project progresses or changes are approved. Changes or updates may be required due to changes in personnel, scope, budget, or other reasons. Additionally, updates may be required as the project matures and additional information is available. The project management team is responsible for managing all proposed and approved changes to the communications management plan. Once the change is approved, the project management team will update the plan and supporting documentation and will distribute the updates to the project team and all partners and stakeholders.



			Adnan	Rahimić	Officer	adnan.rahimic@unsa.ba
B&H	UNTZ	University of Tuzla	Snjezana	Maric	Vice-rector	snjezana.maric@untz.ba
			Nijaz	Tihic	Professor	nijazt@yahoo.com
			Alma	Tanović	Officer	nir@untz.ba
			Merima	Baraković	Officer	international@untz.ba
B&H	UNZE	University of Zenica	Malik	Čabaravdić	Vice-rector	mcabaravdic@mf.unze.ba
			Darko	Petković	Professor	darko.petkovic@mail.com
			Mirza	Oruč	Assistant	mirza.oruc@gmail.com
B&H	CIP	Centre for Inf. and Recognition of Qualifications in HE	Borko	Sorajić	Director	borko.sorajic@cip.gov.ba
			Dženan	Omanović	Officer	dzenan.omanovic@cip.gov.ba
B&H	HEA	Agency for Development of HE and QA B&H	Enver	Halilović	Director	direktor@hea.gov.ba
			Maja	Macan	Officer	maja.macan@hea.gov.ba
			Marina	Cicović	Officer	marina.cicovic@hea.gov.ba
B&H	RS HEAA	HE Accreditation Agency of Republika Srpska	Miroslav	Bobrek	Director	m.bobrek@heaars.com
			Duska	Radmanovic	Manager	d.radmanovic@heaars.com
B&H	FMON	Federal Ministry of Education and Science	Zlatan	Buljko	Adviser	zlatan.buljko@fmon.gov.ba
B&H	MPIK	Ministry of Education and Culture of Republika Srpska	Radmila	Pejić	Deputy minister	r.pejic@mp.vladars.net
			Jelena	Starčević	Officer	J.Starcevic@mp.vladars.net

Communication Methods and Technologies

Project team members use a variety of communication methods to deliver project information, including meetings, telephone calls, email, voicemail, and websites. Meetings in particular are often the most effective way to distribute information to project stakeholders. Before planning a meeting, the project manager or assigned team member should consider the communication objectives carefully and choose a meeting format that will meet the objectives.

Erasmus+ STINT will develop and maintain a dedicated website that will be used to provide updates, archive various reports, and conduct project communications. This platform enables the project management team, as well as authorized stakeholders, to access project data and communications at any point in time. The STINT website also provides the ability for stakeholders and project team members to collaborate on project work and communication.

The website address is: <http://stint-project.net>

Responsibility for developing and maintaining webpage is at University of East Sarajevo over subcontracting.

Access to the website will be free and only the financial information will be controlled with a username and password. The project management team is responsible for ensuring all project communications and documentation are copied to the website.

All project partners are responsible to transfer a copy of the information to be uploaded to the website to the project management team. The partners also responsible to make sure that the management team had received the information as required.

Additional information and updates will be exchanged through the STINT newsletter that will be distributed periodically to all the project stakeholders via email and published on project webpage.

Table 2. Communication methods

Method	Purpose	Responsibility	Frequency	Audience
Project Consortium board meetings	Making key decisions for realization of project activities and financing. Reporting current project status. Communicate all changes. Identify milestones. Identify and discuss project issues and corrective actions.	Project coordinator	Once per year	All project partners
Project Executive board meetings	Ensuring realization of project activities by WP leaders. Identify and discuss project issues and corrective actions.	Project coordinator	After each meeting	WP leaders
Office meeting	Report status and progress of projects and scheduled tasks per institutions.	Project partner coordinator	Weekly/monthly	Staff involved in the project from the partners
External meetings	Involve external partners in the project.	Project partner coordinator	As needed	All project partners

	Subcontracting issues.			
Project website	Report status and progress of scheduled milestones and activities. General project information.	Webmaster	As needed every month of the project lifetime	WP leader
Correspondence (letters, memos, email, skype, ...)	Document status of action items, decisions made, and problems encountered.	All project partners	As needed	All project partners
Site visit	In accordance with project activities. Identify and discuss problems and solutions for project obstacles. Identify project status and recommendation for improvement.	Project coordinator and internal/ external control expert	As needed	All project partners

Communication standards

Standardization is a proven way to simplify the complexities of project management communications. The Erasmus+ STINT partners will use standard templates for the various communication tools used throughout projects.

In addition to standard templates and/or formats, the Erasmus+ STINT partners use the website as a standard platform from which to share information and communicate. Standardization provides a level of simplicity to a project's communication platforms and improves effectiveness and efficiency.

For this project, the partners will utilize standard formats and templates for all formal project communications. The way to simplify the complexities of project management communications. The Erasmus+ STINT project's templates will be available for download on the official website of the project.

All Erasmus+ STINT project partners are required to print the following text on any official document of the project.

Project number: 561874-EPP-1-2015-1-BE-EPPKA2-CBHE-SP

"This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein"

In addition, the following are standard STINT logo, Erasmus+ logo and partners' logo, which are required to appear on every publication related to the project.



Informal project communications should be professional and effective but there is no standard template or format that must be used.