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# PROJECT COMMUNICATION & NEGOTIATION

## Project Communication and Documentation

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# Project Communication and Documentation

- Aims
  - Importance of Documentations in project management
  - Essentiality of meetings in project management
- Expected Outcomes
  - Documentation and their importance In project management can be understood.
  - Conducting high quality meetings in project can be understood
- Other related Information
  - Different responsibilities of project members in project
  - Documentation.
  - Improving effectiveness of meetings in project management.
- References
  - Panda, S. (2017), Managing Performance for Excelling Organization- A Practical Approach, Penerbit, Universiti Malaysia Pahang.
  - Campbell,, M. (2009), Communication Skills for Project Management, New York, NY: AMACOM.
  - Hames, D.. (2012), Negotiation: Closing Deals, Settling Disputes and Making Team Decisions, Sage.



# Project Communication and Documentation

- Maintenance of records and documentation has to be done properly. It not only helps in ensuring right things in right place for right reference but also for assessing progress of the project.
- Record keeping responsibility should be given to a suitable experienced and confidential personnel in a project.
- Appropriate technology should also be used for documentation of records.
- Confidential information should not be revealed. When required with the approval of the authority, information can be discussed.
- Different forums constituted for various purposes in a project have to meet at regular intervals or as the time frame being fixed by the project leader to assess various project activities.
- Project team members should participate in different forums and cooperate the project leader in decision making process.



# Project Communication and Documentation

- **Documentation process:**

- Maintenance of records and documentation has to be done.
- The firm taking the project has to document all tasks, activities and achievements, current activities and future planned activities should be documented.
- Appropriate files, folders, directories, records need to be developed.
- Competent and committed resources should be there for project documentation.
- Important records should be scanned, stored properly. Technology should be used for this purpose. The softcopy of the documents can be stored.
- Documentation should be done in all project phases.
- Feasibility report of a project, overall report of a project, resource requirement chart, process design document, work estimation plans, work breakdown structure, agreement copy, negotiation documents etc. have to be done properly.
- Cases can be developed based on the activities of a project. The success factors and failure causes should be placed in developing cases.
- Project proposal, project charter, detail plans of a project containing purpose, objectives, schedule, action log, requisite resources, issues and scope, project risks, status reports, progress reports, lessons being learnt in the project etc. need proper documentation.
- Suitable templates have to be developed.
- The project leader should instruct the team members to develop simple and feasible check lists containing information with accuracy.
- One should be practical in preparing the work activities.





# Project Communication and Documentation

- **Project Meeting:**

- Dissemination of message/information is the purpose of any meeting.
- As per the essentiality of meeting, suitable measures should be taken.
- Maintenance of records and documentation has to be done.
- Different roles and responsibilities have to be assigned to the members associated with a project.
- Routine, emergency, assessment or decision-making meetings should be conducted as per requirement. Cooperation of all the participants is essential for a successful meeting.
- Pre-meeting, meeting and post-meeting evaluations shall provide an appropriate measures for conducting high quality meeting.
- Agenda should be prepared before the meeting.
- All the participants in a meeting should be informed prior to meeting. The time, venue, agenda, works to be done, information required in the meeting etc. should be informed so that the members can prepare mentally and physically available as per the requirement.
- All the participants should be encouraged to participate and discuss in a meeting.
- Minutes should be written. After the meeting the points discussed and further responsibilities assigned to the personnel etc. containing information should be circulated to all the participants in a meeting.
- Meeting should not be conducted for too long . An ideal meeting should be 30 to 45 minutes. However, based on the importance of meeting, duration of meeting can vary.
- After a meeting, its effectiveness should be assessed by proper instrument. It would provide inputs and feedback for improving the quality of meeting.
- It is the responsibility of organizer and also the participants to conduct meeting successfully.
- Both way communication should be encouraged in meeting. High quality meeting should follow all the requirements as mentioned above.



# Conclusion of The Chapter

- **Conclusion #1**
  - Documentation has to be done properly.
  - Project records to be maintained properly.
- **Conclusion #2**
  - Meetings have to be conducted at regular intervals to discuss different project activities.
  - Different members have to take responsibilities in meeting.



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