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PROJECT COMMUNICATION & NEGOTIATION

Project and Its Success

by

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Chapter Description

- **Aims**
 - To indicate the aspects of successful project
 - To understand roles and responsibilities for successful project
- **Expected Outcomes**
 - Indicators of successful project can be understood.
 - Roles and responsibilities of different personnel in project can be understood
- **Other related Information**
 - Overall aspects of successful project can be understood.
- **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 and Its Success

- Every project has specific goals. These goals need to be fulfilled.
- Efforts should be given to achieve the specified goals.



- It is not easy to satisfy all the stakeholders in project management. But attempt with sincerity should be put by the project personnel to satisfy the stakeholders' interests. There should be a proper linkage between the initial phase of a project and final phase of the project. Proper alignment has to be maintained so far as the project success is concerned.
- The expected activities and exhibited activities, expected performance and achieved performance should be properly matched. Any major deviation leads to project failure.
- Project activities are determined by time. Any task, activity or function has to be completed within the prescribed schedule. Generally, delay is not accepted. Client satisfaction is top most priority in any project. Such satisfaction brings success or failure to any project.
- All the team members, project leader and people directly or indirectly associated with any project should cooperate for attaining results of a project. No doubt, it is the project team who has to work with commitment to bring successful result for a project. Still then, other parties should also cooperate in delivering the desired result as per the specified time.
- It is important to have an idea about the indicators of successful project.
- The success of a project generally is attributing to two factors viz; internal and external.
- The internal factors are concerned with an organization or the project. The project leader, team members, technology, management of the project team, cooperation, team spirit and conflict resolution strategies being adapted by the project team determine the success of a project.
- Different stakeholders extrinsic to the project are also influencing the success or failure of a project.
- Sometimes project s get delayed due to situations beyond the control of the project team. The natural calamities, delay in sanctioning of finance by the financial organizations, delay in replacement of any machinery which involves sophisticated technology etc. should be considered from genuine ground.
- A successful project gives scope for another project for the consultants. Attempt should always be there to compete a project successfully.



Project and Its Success

Indicators of successful completion of project

- The planned value of the project should be attained.
- The actual cost of the project is as per planned.
- The client satisfaction, earned value, actual cost involved, planned value, budget as per the different stages of a project, business performance, profits earned as expected, Return on Investment, accepted level of variance in the planned and investment cost, cost of management of project, cost towards technology, cost towards the human resources, communication in the project and outside the project and allied aspects are considered in determining the success of a project. The leader and team should work as per their responsibilities.
- More specifically if one considers the indicators of successful project s/he may take the following areas as indicators as:
 - Client satisfaction, project duration, schedule completion of activities, profit, maintenance of relationship with stakeholders, goal congruence, least conflicts, team spirit, creativity, milestones achieved, project documentation as per expectations, negotiation with integrative approach, talent retention, employee development etc.
- Both internal and external activities should be indicated for successful completion of a project.



Conclusion of The Chapter

- **Conclusion #1**

- There are many indicators of successful project.
- Roles and responsibilities of project personnel have to be performed properly for project success.



- **Conclusion #2**

- Maintenance of relationship with stakeholders is key for success of project.
- Project leader should lead a project. And the leader should be dynamic and should possess broad vision.

Sitansu Panda,

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