How to use:

Note: This template was created with Microsoft Word. Follow the prompts (in [...] brackets).

Instructions

1. When the template is complete, the document can be printed and approved.
2. Prior to printing, you should delete all [....] prompt text.
3. Save the document by selecting the "Save As" command. You must specify your own directory for your project.

Quality criteria

Once the document is complete check it against the quality criteria below. (Note: these quality criteria are taken from *Managing Successful Projects with PRINCE2 (Axelos Limited. (2017). Managing Successful Projects with PRINCE2 (6th Edition). London: The Stationery Office Ltd.).*

- All stakeholders have been identified and consulted with regard to 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, programme management or customer communications facilities where appropriate (e.g. using the marketing communications department for distributing project bulletins).

Communication management approach

Project:

Release:

Date:

Author:

Owner:

Client:

Document Ref:

Version No:

1 Document history

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 project folder structure]*

1.2 Revision history

Date of this revision:
Date of next revision:

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

1.3 Approvals

Name	Signature	Title	Date of Issue	Version

1.4 Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version

2   Introduction

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

3   Communication procedure

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

4   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.]

5   Records

[Defines what communication records will be required and where they will be stored (e.g. logging of external correspondence).]

6   Reporting

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

7   Timing of communication activities

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

8   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.]

9   Stakeholder analysis

[Including 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]

10   Information needs for each interested party

[Including:

- 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.]