

Communication Plan How-to Guide

Use this How-to Guide to complete the Communication Plan.

Purpose

The Communication Plan is used up front in a project, to determine with whom to communicate (e.g., key stakeholders), when to communicate with them (e.g., daily, weekly, monthly), and how to communicate with them (e.g., via face-to-face meetings, emails, reports).

When to Use a Communication Plan

The Communication Plan should be completed at the start of the project, during early planning (i.e., during the Define phase for DMAIC projects and during the Review phase for RAPID projects).

How to Use a Communication Plan

Complete the following steps to create a Communication Plan.

1. What – Indicate the type of communication or the title of the communication.
2. Who/Target – Denote who will receive the communication.
3. Purpose – Detail the intent of the communication and what it will contain.
4. When/Frequency – Specify how often the communication will occur.
5. Type/Method(s) – Indicate the means of communication (e.g., in-person meeting, conference call, email, etc.).
6. Owner – Stipulate who is responsible for the communication.

Tips

- Please note in the template and sample, you may not need to use all the types of communication listed. The list contains some common ones to consider. You may add more communication items or remove items as necessary.
- Revisit the plan periodically to ensure it is being followed.

References

Tan, G. (2014). The Project Communication Plan. In *Project-Skills.com*. Retrieved from <http://www.project-skills.com/project-management-communication-plan.html>

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