

Unit ref. J/600/7349 *** MANDATORY UNIT ***** (QCF Level 6 Credit Value 11)**

Unit No	16	Establishing and Monitoring Communication Systems and Organisational Procedures in the Workplace
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1.3	Explain how suitable organisational and communication systems can be identified for projects. To identify suitable organizational and communication systems for projects, the following steps can be taken: 1. Project Needs Analysis: Conduct a thorough needs analysis of the project to understand its scope, complexity, and requirements. Identify the key stakeholders, project objectives, deliverables, and timeline. This analysis will provide insights into the communication needs of the project. 2. Stakeholder Identification: Identify all the stakeholders involved in the project, including clients, project team members, contractors, suppliers, regulatory authorities, and any other relevant parties. Understand their communication preferences and requirements. 3. Communication Requirements: Determine the types of information that need to be communicated throughout the project lifecycle. This may include project updates, progress reports, technical specifications, safety information, and any other critical data. 4. Communication Channels: Identify suitable communication channels based on the needs of the project and the preferences of the stakeholders. This can include face-to-face meetings, emails, phone calls, video conferencing, project management software, and collaboration tools. 5. Communication Frequency: Determine the frequency of communication required for different aspects of the project. Some communications may need to be daily or weekly, while others may be monthly or ad-hoc. 6. Roles and Responsibilities: Define the roles and responsibilities of individuals or teams responsible for communication within the project. Establish clear lines of communication and escalation paths. 7. Communication Protocols: Establish communication protocols and guidelines to ensure consistency and effectiveness in all communication. This may include formatting requirements, language standards, and response time expectations. 8. Technology and Tools: Assess and select appropriate technology and communication tools that align with the project's needs and the capabilities of the stakeholders. This may involve using project management software, collaboration platforms, and other communication apps. 9. Training and Support: Provide training and support to project team members and stakeholders on the use of communication systems and tools. Ensure everyone is aware of the protocols and procedures for effective communication. 10. Continuous Monitoring and Improvement: Continuously monitor the effectiveness of the chosen communication systems and organizational procedures. Seek feedback from stakeholders and make necessary improvements to enhance communication and address any challenges. By following these steps, project managers can identify and implement suitable organizational and communication systems that meet the unique requirements of the project, leading to efficient and effective communication throughout the project's lifecycle.
2.3	Explain ways that systems, compatible with those used by clients, customers or their representatives and supply chains, can be established and introduced. To establish and introduce systems that are compatible with those used by clients, customers, representatives, and supply chains, the following ways can be adopted: 1. Collaboration and Coordination: Foster a collaborative approach by involving all relevant parties, including clients, customers, representatives, and supply chain partners, in the system development process. Engage in discussions to understand their existing systems and requirements, and align the new system with their needs. 2. Standardization: Identify industry-standard communication and project management systems that are widely accepted and used by clients and supply chain partners. Implementing standardized systems