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DCO 303 COMMUNICATION FOR PROJECT MANAGEMENT-Online

Instructions: SECTION A is compulsory. Answer any THREE from SECTION B

SECTION A

Question One

You have been contracted by PAC University to develop a plan for setting up a community media that will serve the university and the surrounding community. Demonstrate your understanding the FIVE stages in the life cycle of a project by developing a synopsis for this project.

(10 marks)

SECTION B

Question Two

Using relevant examples explain FIVE communication roles of a Project Manager overseeing the setting up of the PAC University Community Media Center in question one above. (10 marks)

Question three

Whenever people are working together, conflicts are bound to emerge. As a project manager apply the FIVE conflict resolution approaches to resolve conflicts that may arise in setting up the PAC University Community Media Centre in question one above. (10 marks)

Question four

Risk and Crisis Communication are an integral part of communication for project management and should be inculcated as part of the overall management strategy.

- a) Describe the SEVEN types of crisis citing examples to each type. (7 marks)
- b) As a communication expert demonstrate how you would employ the three stage model of crisis management into crisis communication as part of your project communication strategy. (3 marks)

Question five

Impasses feature prominently in meetings due to the paradigms people from different backgrounds bring to the meeting. In an attempt to ensure that meetings proceed beyond the impasse stages, Edward de Bono developed a concept of thinking based on six hats, which are six basic characteristics that lead to impasse in meetings. Using project examples, examine FIVE of the six hats. (10 marks)