



## ***Communication in Project Management***

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It may be surprising but it is true that globally there is decline in the success rate of Projects. This suggests that the maturity level of Construction Project management organisations in different areas of projects is low.

Construction Project Management Organisations have largely laid focus on developing technical skills of construction Project managers not realising the impact ineffective communication has on the failure of projects in terms of delivering projects on time within budgeted costs. PMI's 'Pulse of the profession' report has revealed that 'the most crucial success factor in project management is effective communications to all stakeholders—a critical core competency to all organizations. In a complex and competitive business climate, organizations cannot afford to overlook this key element of project success and long-term profitability'.

This observation is very relevant in a country like India where the Project Management comes from a various cultural background and different mediums of instruction. Project Managers have not only to communicate with the learned and educated professionals but also sometimes interact with the workers who come from various corners of the country.

It is an established fact that Project Management has lot to do with people management and people management cannot be achieved without effective communication management. Another area that Construction Project Management organisations should focus on is Talent Management. The same study has indicated that the focus on Talent Management has steadily dropped. Few organizations are providing training on project

management. Therefore, in order to have better success rates in Construction Projects, Project Management organisations will have to focus on enhancing the soft skills of their project managers.

As regards the latest tools used in construction project management, it is needless to say that IT has played a major role. Apart from tools for managing specific areas of projects such as Quantity Surveying and Cost Management, Project Document Management, Project Schedule Management etc., I am yet to come across a tool that can manage a building or infrastructure construction projects comprehensively from concept to completion.

However, the latest trend is to apply design coordination software such as BIM (Building Information Management) for project monitoring and utilizing GIS (Geographic Information System) for project monitoring and Quality control. These tools help in monitoring remote projects from a centralized PMO office.

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