



Closing the Communication Chasm: Turning Project Managers into Project Leaders

There is a growing communication chasm between PMOs and their senior executive teams. Executives, directors and stakeholders are continually frustrated when they are not kept in the loop and don't know the status of a project.

Most of the information PMOs need to communicate back to their higher-ups can usually be found buried in emails or document management systems, but steps need to be put in place to ensure this is filed consistently. By providing executives with what they want, Project Managers and Leaders will be able to continue running engaging projects and add value to the business.



Addressing email management chaos unlocks the information held in individual inboxes and relieves stress for Project Managers and business leaders. The standardisation of filing, and the ease of finding emails helps close the communication loop, solve the productivity puzzle and unlock information visibility across the business. Best of all, it gives Execs peace of mind.

Project Managers and their executive team want all projects to run smoothly, but how can we make this a reality? Here's how Project Managers can apply their existing skills towards closing the communication chasm and becoming Project Leaders:

Staying organised

PM: "I need to stay disciplined and prepared for everything. This is my target, and I'll keep note of where we're at."

PL: "Not only do I need to be prepared and stay organised, but I need to make sure my team knows what they need to do, and when they need to do it by. Keeping people accountable is key and having transparency throughout the process will make things easier for everyone."

Communicates effectively & collaboratively

PM: "I need to clearly communicate all objectives and expectations to the team, and report back to the project lead on progress."

PL: "How can I continue to motivate the team and ensure a friendly, productive atmosphere? I'll need to let the executives and other stakeholders know where the project is currently tracking. How can I further open communication and collaboration within the team rather than being a bottleneck?"

Takes risks seriously

PM: "What potential issues can I foresee, and how will I avoid them? If something does come up, how will I still deliver the project on time and to budget?"

PL: "If an issue arises, how can I keep my team motivated and on track? What solutions do I need to implement to continue the project through uncertain times? What can I do to avoid and divert any potential problems, and how can I best communicate this up and down the line?"

Understands commercial value

PM: "My responsibility is to ensure the project is delivered within budget and on time. Cost control is vital."

PL: "I want to know the how, why and what for of every decision. I need to make sure the project is carried out in the best way possible for the company and my team, and ensure the customer is happy with the final result of the project. Are we still on track to be meeting expected cost and timing budgets? How can I improve these margins?"

Empowers a team

PM: "What will my project team need to deliver what is expected from them?"

PL: "What can I do to empower everyone on my team to do the best they can and feel appreciated?"

Reports effectively to directors and execs

PM: "How can I manage expectations and convey information regarding deliverables?"

PL: "What is the information I need to relay to stakeholders, and how will they best understand this information? I will need to manage expectations throughout the project and keep transparent communication to build trust. The executive team will need to provide our clients with regular updates, so I should have this information on hand and readily available."

Increases productivity

PM: "Administration is important, and I need to make sure that everyone on my team is doing their bit. If they don't have time, I'll have to do their admin and filing for them."

PL: "What can I do to make the administration process painless for myself and my team? If I can automate this process, I can spend my time focused on the project, and supporting my team deliver what they need to."

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