

aar han

MODULE 1 - Communication to Collaboration

Stakeholder Mapping

Sr No	Who all are my key <u>stakeholders</u>	What <u>communication</u> do they need / don't need ???	What is the loss/cost of <u>communication errors</u> ??	How can we communicate <u>better</u> ?
1				
2				
3				
4				
5				

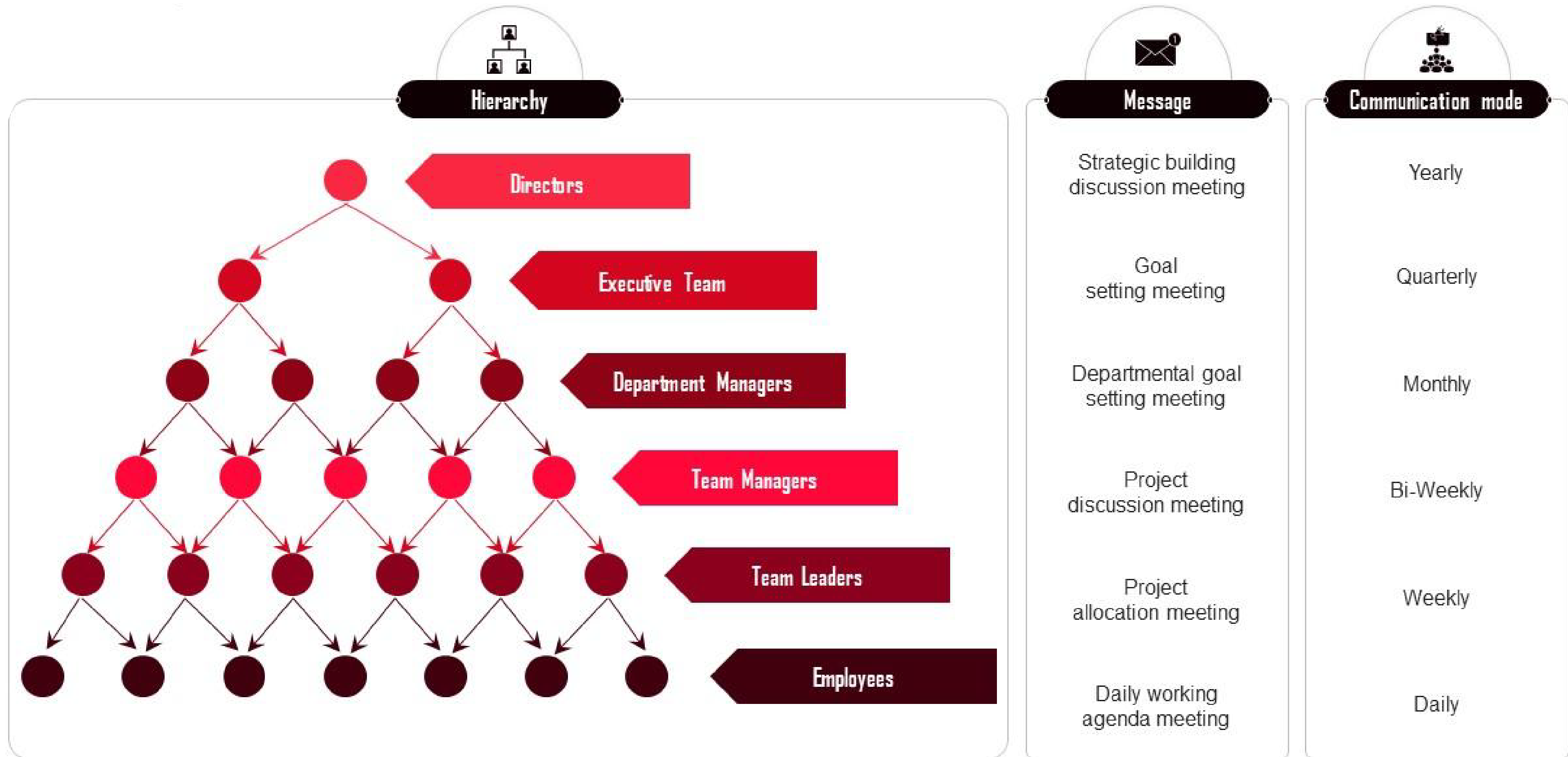
Project Communication Plan

Stakeholder	What information do they need	Why do they need it	When do they need it	How do they need it /Mode of comm	Other recipients of the information	Confidentiality of the information	Follow-up action from Sender	Approval required for this information sharing	Responsible person for this action
Specific roles or names	Eg: Budget spent or status	reason	frequency	Email, in person meeting, document etc..	1 or 2 selective people	High, medium, low	Check after 2 weeks	Only if applicable, not mandatory for all rows	1 name
	Project delay / red flags						Take feedback after 1 month etc.....		
	Project completion status etc etc..								

Common Project Collaboration Failures

FAILURE SYMPTOMS	REMEDY
 Information vacuum Lack of communication creates uncertainty and misalignment.	 Proactive sharing Establish open communication channels and share information freely and regularly.
 Coordination bottleneck Centralized decision-making slows progress and creates single points of failure.	 Distribute authority Empower teams to make decisions and decentralize responsibility.
 Context collapse Critical background information is lost or fragmented across systems.	 Document why Create and maintain clear documentation of decisions, context, and rationale.
 Tool sprawl Excessive use of disparate tools leads to inefficiency and confusion.	 Consolidate platforms Streamline tools and integrate systems to reduce complexity and improve workflows.
 Meeting overload Too many synchronous meetings consume time and hinder deep work.	 Default to async Prioritize asynchronous communication for non-urgent matters to free up time.

Communicate – ONLY what is required





A manager's role in departmental communication is to be the **central bridge**, translating organizational goals into actionable tasks, fostering transparency, motivating teams, and ensuring clear, consistent messaging both up (to leadership) and down (to staff) through active listening, strategic planning, and consistent dialogue to build trust, alignment, and efficiency. They clarify roles, address concerns, manage change, and champion the department's vision, making them vital for engagement and achieving shared objectives.

Impact of those silly mistakes

- ? Cost & Effort
- ? Delay
- ? Decision Paralysis
- ? Unwanted escalations to the BU Head / Mgmt.
- ? Duplication of work
- ? Mental stress
- ? Loss of energy
- ? Work Relationships
- ? Angry teams.
- ? Demotivating failures
- ? Blame-Game
- ? Financial credibility

LOSS OF CUSTOMER ?

LOSS OF IMAGE & CREDIBILITY?

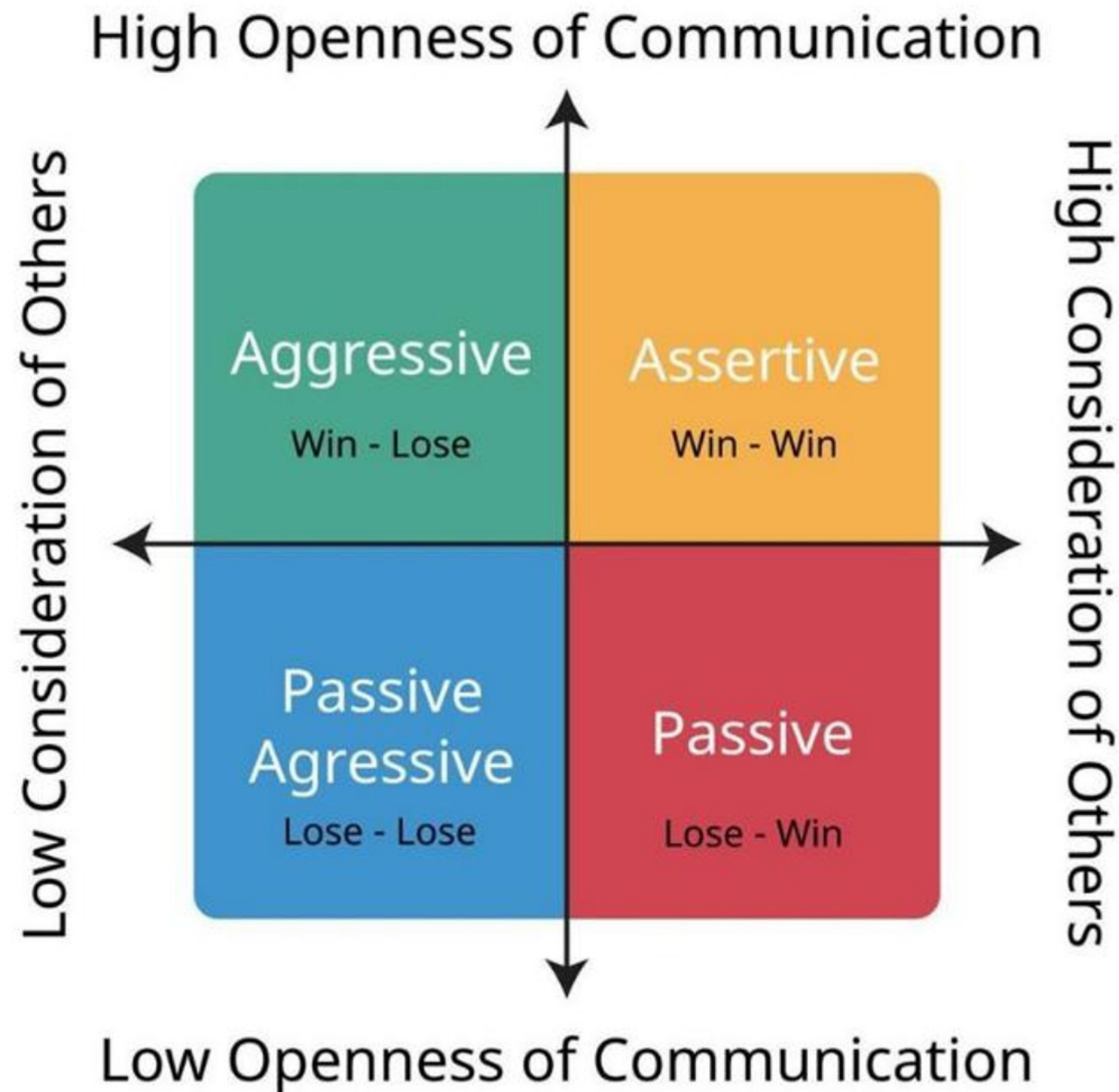
LOSS OF BUSINESS?

ORG CULTURE?



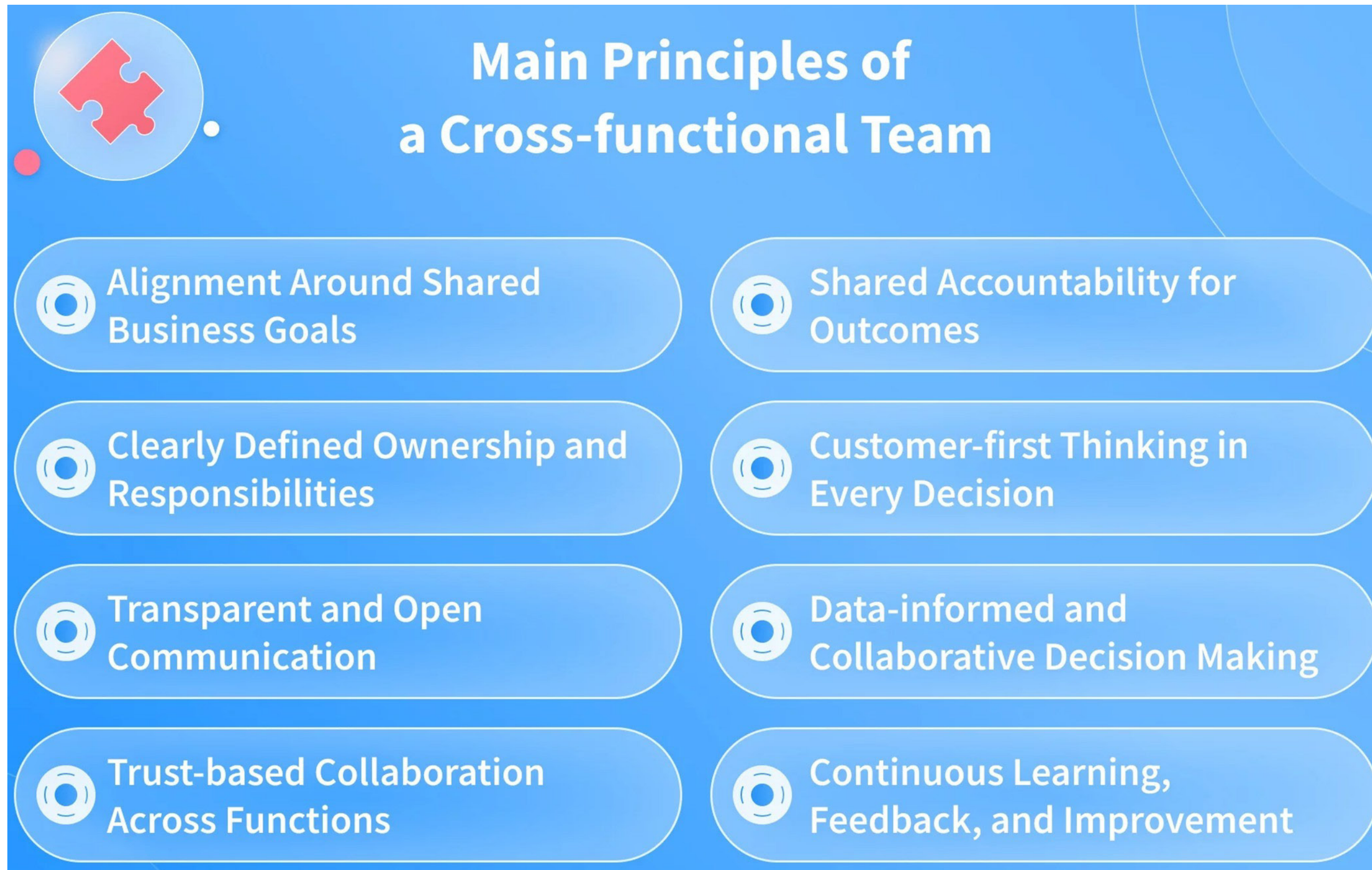
**CAN YOU
AFFORD IT ??**

Impact of those silly mistakes



- 1. Passive** Communication often looks like not communicating at all for fear of speaking up. This can lead to misunderstandings.
- 2. Aggressive** Communication tends to be driven by anger and judgment and can also result in inflexibility. This can create a hostile environment.
- 3. Passive-Aggressive** Communication might mean you don't directly communicate your feelings, but you hold on to negative emotions and let those affect your actions. This can cause confusion and resentment.
- 4. Assertive** Communication is confident but also respectful of others' thoughts and feelings. Assertive communication creates space for honest conversations and promotes healthy connections between individuals.

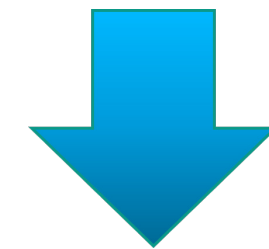
A reminder !!



A reminder !!



The 5 Magic Cs
Communication
Connection
Conversations
Collaboration
Credibility



Customer Centricity