KTP Associate Conference 2018 'KTP and Beyond'

Providing effective communication across all KTP stakeholders

Target

- To have an agreed preferred form of communication
- To agree a communication strategy

Short term

- Communicate progress summaries and updates
- Ensure there is documentation of all key stages/important decisions
- Share information through a singular/integrated software platform
- Set a regular schedule of face to face meetings
- Establish a clear communication strategy from the outset
- Sense check ideas with project team to confirm understanding
- To review the mailing list and ensure no one is missed out of emails
- To ask all stakeholders to acknowledge receipt of email and/or approval
- Develop tailored communication strategies for individual stakeholders
- Set up a regular 5 minute re-cap every day to ensure regular communication

Medium term

- Agree definitions/terminology of work and have a platform or database for all information and key dates that all stakeholders can access at any time
- Period updates circulated
- Hold stakeholder meetings to discuss goals/objections and agree ones to go ahead with
- Create a stakeholder feedback form
- Develop virtual communication hub
- Set up templates and regular communications for each stakeholder so that the relevant communication goes to each stakeholder

Long term

- Influence policy/regulation
- Carry out meeting actions
- Mutually understand the common interest
- Be proactive to criticism
- Conduct group challenges to enable people to progress faster through the change in communications

Root cause

- Busy schedule of stakeholders
- Ineffective communication systems
- Personality clashes
- Technical/non-technical differences in stakeholders
- Different work culture
- Language barrier
- Time zone synchronization
- Lack of understanding of projects change
- Impracticality of location
- Lack of documentation on decisions/meetings
- Lack of understanding of individuals roles
- Availability/commitment