

## **Week 4: Collaboration Cafe: Communication in Project Management**

Think about all of the stakeholders and colleagues that must be kept up to date on the status of your project. The recipient of your communication may be upstream (higher on the organizational chart), lateral (an equal organizationally), or downstream (i.e. end user) in relation to the project. A student in a prior CGE course compared communication in project management to the five rights of medication administration...we need to give:

- The right person
- The right information
- (via) the right route
- (at) the right time
- (in) the right dose

Identify two people, at two different levels (upstream, lateral, downstream) that you need to communicate with for your project and compare/contrast your communication with them based on each of the five rights of communication.

### Initial Post

Hello all,

This week, we are participating in the collaboration café format. We are asked to compare communication upstream, lateral, or downstream related to our project utilizing the five rights of medication.

Upstream (CNO)

Communication upstream should be on a higher technical and social level. Upstream communication will be targeted at senior directors, C suite individuals, administrators, and board members. These are major stakeholders regarding any project within the facility. Administrators are more concerned with finances, resource utilization, risks, quality, and return on investment. I would present my project with full detail of budget, timeline, and expected outcomes. Professional routes of communication are most useful. Professional letters, announcements, and personal meetings are expected routes of communication. Therefore, I would schedule individual meetings to discuss the project. I feel person-to-person communication is best at this level.