

Organisational Communication

One of the classic challenges for managers is how to maintain effective communication, both within their own organisation and outward. While this is true of all organisations, we know that organisations in the software and IT sector operate in particularly demanding environments. Some of these demands are:

- turbulent and highly competitive product, services and labour markets
- rapid growth and change in project teams, with the need to bring new members up to speed quickly
- flexible and intensely networked organisation structures
- multiple knowledge-intensive projects running simultaneously, demanding the integration of specialist capabilities
- multi-location and virtual team-working and multi-cultural, multi-language environments as a result of outsourcing

For such organisations to perform at an optimum level, they must first understand the key characteristics of the communication techniques and practices they employ during the planning, engineering, delivery and support phase. This greater understanding, coupled with a capacity to reflect on communication processes and outcomes, is exploited to improve communication channels, techniques and participation, promoting best practice and optimising performance.

This Monetical Consulting Assignment provides software and IT organisations with focused, practical feedback on their communication performance. It features an easy-to-use 'checklist' interface that can be tailored to meet the specific requirements of your organisation. Collective analysis enables comparison over time and for 'benchmarking' against other projects. The result is a best makeup of communication requirements on a project by project basis.

The communication within the project team, between the project team and its clients and between the project team and strategic leadership is evaluated with a focus on communication channels, technical content and its influence on performance.

Current communication channels

Looks at the types of channels e.g. meetings, email, telephone, face-to-face meetings. This evaluation is cross referenced with frequency of use.

Technical content of communication

Seeks to evaluate the accurate content of the communication with respect to the needs of individual participants e.g. do we have access to information that is accurate and free of errors?

Communication and its influence on performance

Measures characteristics such as - are we communicating in sufficient detail with other parties and is the team effective at sharing technical information?

