

Training name: *Project Management (International Business School NIKLAND)*

- **Training topic: Project Communication Strategies**
- **Trainer(s) ID** (name, organization, town, contact): Iryna Bilous, Pact Inc., Kyiv, 89a Vyborgska str., app 72
- **Date(s):** 16 September 2014
- **Number of participants** (preferably also the list of participants names, organizations and their addresses. but it is not necessary): 10 representatives of Ukrainian NGOs working in the energy efficiency sector.
- **Place of the training:** Kyiv, conference room of IBS NIKLAND
- **Training goal(s):**
Internal and external communication.
Presentation of the project at two levels: application period and project close out. Communication tools and technics.
Presentation of the project results with a “window of opportunities” for the further cooperation.
- **Short description of the training content (up to 15 lines):**
This course provided an overview of the basic concepts and processes that guide project communication at the NGO. The purpose of the Project Communication session was to help the participants to understand how to assist the project team in identifying internal and external stakeholders, developing the Project Communication Plan, and enhancing communication among all parties involved into the project design and implementation. Communication was presented as one of the key elements which is applied effectively throughout a project’s life cycle from the beginning till the end and should be seriously considered by the project team. In particular the participants learned to define the “project communication” and “project communication management”, role of the project team in this process. They were also introduced to understanding of the communication process as the first step in communication planning and tried to develop the communication plan for their respective organizations doing a practical task. Especial attention during the session was given to the usage of different communication tools and methods to deliver the project ideas, information or project results to different stakeholders at different stages. Based on the practical experience of the trainer the participants were introduced to the typical mistakes in communication with NGO stakeholders and donors at two levels starting from the presentation of the idea to the donors and at the level of the project close out.
- **Evaluation - briefly based on the participants reflections if they were done.** If not, just brief evaluation from the side of the trainer (up to 10 lines): based on the participant’s reflection the practical side of the session was highly appreciated. In particular the participants were thankful for sharing with them typical mistakes in communication with donors and other project stakeholders. They really liked information about the role of the whole team in the project communication process and appreciated useful tips for maintaining and archiving project records.