

**Exhibits 2 and 3: From
Improve Project eCommunications
by **Impacting** Stakeholders' Human Interfaces
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Example: 7-D eCommunication eMail Impacting all 21 Dimensions of Human Interfaces

How can you map your eCommunication to the *21 Dimensions of Human Interfaces* and quickly develop a *7-D eCommunication*? A Template has been developed to help you plan your communication's content so that you can impact the Human Interfaces. See Exhibit 3. Using phrases or notes, enter *your message's content/ideas* in the first column on the row corresponding to the Interface it impacts. Then enter *a brief comment in the second column of how the content/idea impacts* that Interface. You will be able to see how many Interfaces you have impacted. Next, try to impact more Interfaces to maximize your message's objectives.

As a demonstration of how all *21 Dimensions of Human Interfaces* can be impacted with a 7-D eCommunication, Exhibit 2 shows a sample eMail from a PM to Project Stakeholders. This personalized meeting invitation asks each individual to join the Project Requirements Analyst and Team to review Final Requirements and Expectations previously provided by the Stakeholder's Department. See the Template, Exhibit 3, which was used to prepare the final eMail *content* and to track *impacts (these entries are in color)* to the **21 Dimensions of Human Interfaces**.

A sample eMail is shown on the next page.

Exhibit 2 – a Sample 7-D eCommunication eMail sent by John Chang to Paula Lopez

From: John Chang, P.M.P., PMO Department

To: Paula Lopez, Director, Accounting Department

Subject: Invitation to Review Final Inventory Project Requirements of your Accounting Department

Hi Paula – Thanks for your co-operation by being an “Inventory Project” Stakeholder and supplying us with your Accounting Department’s requirements.

Now **we need to meet** in person or via eConferencing with you and anyone you choose from your Department to be sure we have correctly understood and interpreted your Department’s requirements and to gain your approval before Project execution.

- **When:** Choose a few days over the next 2 weeks that you all have available for a 2 hour afternoon meeting for this review. We will immediately confirm one of those dates with you.
- **Who:** You may invite anyone from your Department who can review and approve the final specifications at this meeting. Our experienced Project Requirement Analyst, relevant Project Team Members, and I will also attend this important meeting.
- **Where:** Large Conference Room A, next to the main cafeteria. (Attendees in person will enjoy a free coffee-tea-pop break with delicious snacks, ice cream, and Emeril’s warm, homemade cookies at the meeting’s midpoint.) If someone cannot attend in person, our meeting will be available via 2-way video and audio format on their remote computers using our eConferencing Network. Send me their eMail addresses so I can send the connection information to them.
- **What:** The Project requirements which your Department had shared with us will be presented in the standard organizational electronic and printed formats as well as in an electronic PowerPoint Presentation. By end of the meeting we will need your Department’s official approval of the finalized specification forms and of any Lists of Differences or Changes.
- **Why:** We need your approval of the final specifications at this meeting. Afterwards, our Project Team will begin final planning and scheduling for the Project and commence execution.

Please click on this <**Link-to-hear-VP-of-Operations**> who discusses the importance of this Project to expand our organization and its benefits to our customers. Pass this link along to those you plan to invite to attend.

For your convenience we have set up a Project web site so you can review the Project Mission, Goals, your Approved Requirements, Schedule, and Progress by clicking this link: <**Inventory-Project-Site**>. Please click: <**eVideo-of-several-of-the-other-Project-Stakeholders**> - to see our peers who have shared their viewpoints and endorsements for the success of this Project.

Next Steps: By Friday, please respond to these questions with your selections:

- 1 Possible dates and times of the meeting for your Department’s review of Requirements?
- 2 Who will be attending the meeting in-person or on-line?
- 3 Who in attendance has your Department’s authority to sign-off on the final requirement documents?

Please call me as soon as possible if you have any questions or concerns. Thank you for your help.

John Chang, P.M.P., Project Manager, Bldg: 9-11, Tel: 1-987-654-3210

Exhibit 2: Example of a 7-D eCommunication that can impact Stakeholders’ 7 Dimensions of *Physical*, *Intellectual*, and *Human Spirit* Interfaces

Exhibit 3 - Template Analysis of eMail sent by John Chang to Paula Lopez

From Communication Plan for: **INVENTORY PROJECT** Audience: **EACH STAKEHOLDER**

7-D eCommunication type: eMail with Links Enter notes on content below	Impacts on the 7 Dimensions of Interfaces: Physical, Intellectual, and Human Spirit
VP Operations audio re: importance of Project	1 To Hear: linked audio file of exec endorsement
Send text eMail with links; Stakeholder eVideo re: need for Project's success & endorsements	2 To See: visual eMail; linked eVideo file of Stakeholder peers endorsing the Project
Warm gourmet Cookies	3 To Smell: memory recall of scent
Delicious refreshments	4 To Taste: memory recall of taste
Click A/V links; transfer to Project web site	5 To Touch: mouse click to link to files; reply eMail
Choose who to attend & make decisions	6 To Think: who to invite based on senses above
Follow Next Steps; contact department's authorized signers, and others to attend	7 To Tell: invite others & tell them info sent by PM; invite to give feedback
VP Operations as to why Project is important	1 To Listen: focus on org & customer benefits
Stakeholders need to work for success of this Project; endorsements	2 To Watch: observe Stakeholder peers on web site and their sincerity; reasons to support Project
Who to ask to attend; what requirements are	3 To Discern: pick right review people to sign off
Thanks; invite to meeting with Project Team in non-threatening, neutral, and friendly environment	4 To Receive: thanks; requirements in final standard format that Project Team will deliver
Contact others in Department to attend; to meet Project Team	5 To Seek: search for Dept. people who know needs & have authority to approve
Project Mission, approval process, Project Team's interpretation of Department's requirements	6 To Learn: acquire info re organization-wide needs, Department's needs, and Project approach
How meeting will be scheduled and contents; Departmental expectations for Project	7 To Reveal: feedback of needs & expectations of department; confirmation; meeting contents
Verify that Stakeholder requirements and their expectations are the same as the Project Team's; they listened to what was said	1 Understanding: analyze Project Team's interpretation of Dept. needs and meaning of specifications before execution; endorsements
Results of previous Stakeholder requirement meetings; map needs & Mission; test truth & needs	2 Knowledge: map needs to Project goals and specs recorded from Stakeholder meetings
Sign off needed to confirm that requirements and expectations are the same; Some differences allowed for by List of Changes	3 Fortitude: courage to approve and, if needed, state misunderstandings & changes needed
Project Team does not pre-judge requirements – they are what Stakeholders said they need	4 Openness: be available to good advice, diverse opinions, changes, & new experiences
Discuss any differences or changes and solutions if needed; advise on expectations	5 Mentoring: being involved with others; confiding & solving problems or differences on requirements
Analysis based upon info, knowledge, & experience of Team to apply what was learned to this application; gathered all requirements of org	6 Wisdom: application of experiences & knowledge to new processes; Forms, PowerPoint, and Mission shows how all requirement of org come together
Share what was learned, respecting Stakeholders info and needs; allow Q&A to refine points or changes; share schedule and status	7 Teaching: encouraging Dept. to become involved with approval of requirements, get buy-in, & how to follow progress of project and their specifications

Exhibit 3: Template for Mapping the Impact of Sample 7-D eCommunication to the 7 Dimensions of *Physical, Intellectual, and Human Spirit* Interfaces