PMP Tool Library—Master Framework

Tool Name: Communication Guidelines

Primary Domain (Human-Relational-Organizational-Strategic)

Secondary (If any)

Purpose:

To establish a critical dialogue format.

When to use:

After training in its use, spend 5 or 10 minutes reviewing it at the beginning of each meeting.

Facilitator skill level (Basic, Advanced**)**

Common Failure Modes:

HR officers fail to use them or train other associates.
The CEO does not hold themselves or their team members accountable for the promises to use.
Insufficient skill level of the facilitator

Companion tools:

Crucial Elements of Empathy Interactions

Field Insights (Users experience)

Lack of use often results in increased time needed and a lack of clarity

Absence of transparency, agreement on action steps
Avoiding Critical Conversations, an increase in “workarounds” of a difficult associate.
Compliance rather than commitment