Understanding the schedule: the challenge of informed consent

Dr Lynda Bourne PMP, FAIM
Mosaic Project Services Pty Ltd
Melbourne Australia

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Today

- **Language and communication**

- **Barriers and distortions**

- **Framing ideas for sharing**

- **Project success and stakeholder expectations**

- **Informed consent**

1.2

Language and communication

- **How can you be sure that what you say (or write) is understood by the receiver?**
- **Even when we speak the same language**
  - *English in USA, Australia, UK*
- **Translations**
  - *'stakeholder'*
- **Pictures and drawings**
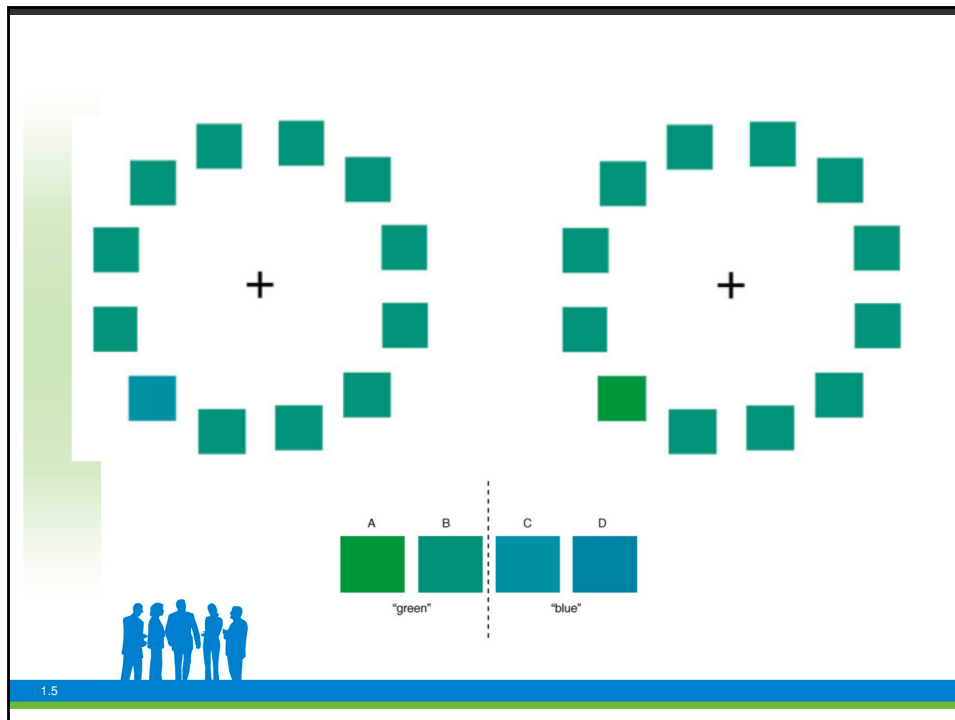
1.3

Barriers and distortions

- **Perception and 'reality'**
- **Culture**
  - *National, professional, generational*
- **Gender**
  - *'rapport' and 'report'*
- **Personal behaviors and preferences**
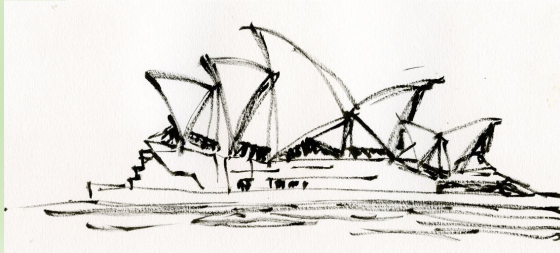- **'noise'**

1.4

1.5

Framing ideas for sharing

- **What people 'see' is what their language enables them to see**

- **Creating ideas and ways to share them**
  - *Especially when the knowledge, culture and background is different*

- **Common language is essential for effective communication: 'pictures'**
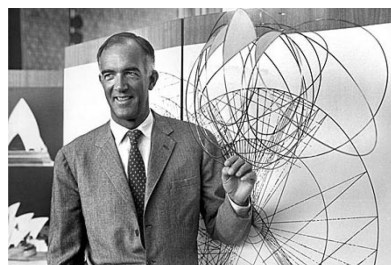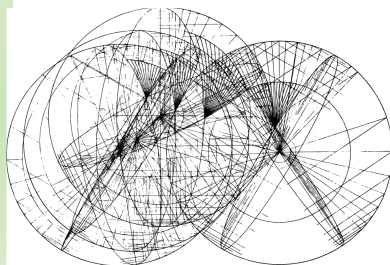
1.6

'Seeing the solution'

Communicating to the judges

(but the shape of the sails were unbuildable)

1.7

'Seeing the solution'

The architectural / engineering solution
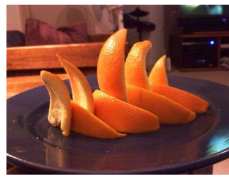(based on the surface of a sphere)

1.8

'Seeing the solution'

Communicating
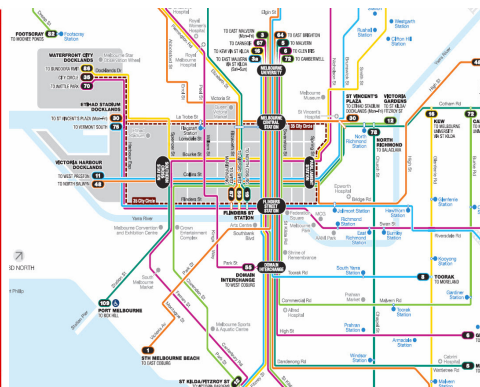with the politicians
(not 'professionals')

Communicating
to the public

1.9

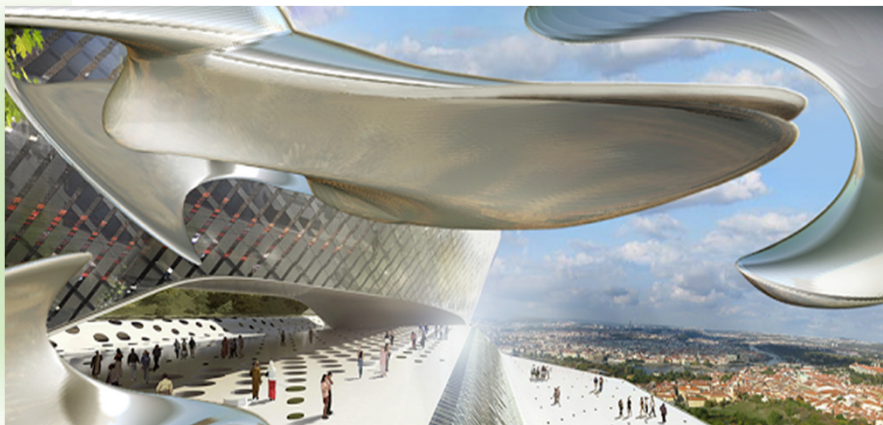## Effective communication?

MOSCOW METRO MAP

1.10

Success and stakeholder expectations

- **Project success**
  - *solving problems*
  - *delivering (to the customer and other stakeholders)*
  - *Approvals and agreements for collaboration at regular intervals*

- **HOW DO YOU EXPLAIN THE CONCEPTS TO THE UNTRAINED?**

1.11

'Personalise'

Framing and checking for understanding

1.12

Informed consent

- **Common understanding within professional group**

- **Frame abstract concepts for broader understanding of stakeholders**

- **Without 'informed consent' probability of perceptions of failure when stakeholder expectations have not been met**
  - *They did not get what they thought they would get!!*

1.13

Conclusion

- **Language and commun*ication***

- **Barriers and distortions**

- ***Framing ideas* for sharing**

- **Project success and stakeholder expectations**

- **Informed consent**

1.14

Questions?

Dr Lynda Bourne FAIM, FACS

Stakeholder Management P/L

+613 9696 8684

lyndab@mosaicprojects.com.au

www.mosaicprojects.com.au

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