

How Important Communication Skills on Project Success? Exploration of Project Managers Perspectives

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The research study focuses on identifying the significant factors on communication skills in project management, based on reviews and perspectives obtained from project managers in the different project areas in Sri Lanka. It investigated the important factors those are affecting project manager's communication skills when they engage in projects. The findings of qualitative research has validated by using a sample of a quantitative survey. The qualitative method allowed the understanding and evaluation of project managers' responses to stakeholder management and relationships. Hence the study has highlighted the project managers' attitudes and perceptions about project communication. Accordingly, the research revealed that the project's success depends on the project management knowledge and experiences are essential to building up effective communications with project stakeholders. The qualitative data collection for this study is done through the key informant interview method, which offers an opportunity to build a strong relationship with ten expert project managers. Seven themes emerged from the thematic analysis of transcribed interviews: Project manager's knowledge, experience, leadership, public relations, project nature, project requirements, and new methods. These are supportive for project managers to construct effective project communication strategies. Furthermore, this research has revealed that project manager's knowledge, experience and leadership skills are highly important factors to project success.

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