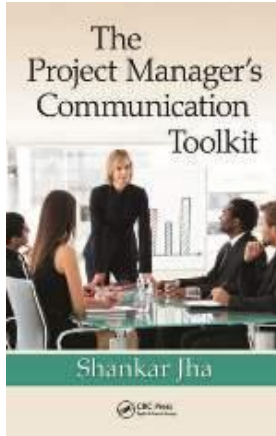


PM WORLD BOOK REVIEW



Book Title: ***The Project Manager's Communication Toolkit***¹

Author: **Shankar Jha**

Publisher: CRC Press

List Price: \$94.95 (less on Amazon)

Format: Hard cover, 200 pages

Publication Date: 2010

ISBN: 978-1-4398-0995-2

Reviewer: **Susan Baldwin, PMP**

Review Date: April 2024

Introduction

"The Project Manager's Communication Toolkit" by Shankar Jha is a great resource for project managers seeking to enhance their communication skills in today's fast-paced and complex business environment. With a wealth of practical advice, insightful strategies, and real-world examples, Jha equips readers with the tools necessary to navigate the challenges of project communication successfully.

Overview of Book's Structure

The book is structured systematically, guiding readers through each stage of the communication process, from planning and drafting messages to delivering presentations and handling difficult conversations. Jha provides practical frameworks and templates that project managers can adapt to their specific contexts, saving time and effort while ensuring clarity and effectiveness in communication.

Highlights

One of the standout features of this book is its holistic approach to communication, encompassing not only verbal and written communication but also nonverbal cues, emotional intelligence, and stakeholder management. Jha emphasizes the importance of understanding the diverse needs and perspectives of stakeholders and tailoring

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communication strategies accordingly, fostering collaboration and buy-in throughout the project lifecycle.

Highlights: What I liked!

Jha's writing style is clear, concise, and engaging, making complex concepts accessible to readers of all levels of expertise. Real-life anecdotes and case studies further enrich the text, illustrating key principles in action and reinforcing their relevance in the real world.

Who might benefit from the Book?

Project Managers who are struggling to keep their teams on track and needing to enhance communication skills.

Conclusion

"The Project Manager's Communication Toolkit" is an invaluable resource for project managers seeking to enhance their communication skills and achieve project success. Whether you're a seasoned professional or a newcomer to project management, Jha's comprehensive guide offers practical advice and actionable strategies that will undoubtedly elevate your communication effectiveness and empower you to overcome any communication challenge that arises.

For more about this book, go to: <https://www.routledge.com/The-Project-Managers-Communication-Toolkit/Jha/p/book/9780367384326>

About the Reviewer



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Susan Baldwin, PMP is an Information Technology professional with over 40 years of experience in public transit and legal technologies. She has been the voice of the customer and the solution provider, which gives greater aptitude for understanding business functions and translating requirements into technical solutions. Susan has been successful in developing strategies that emphasize customer satisfaction while improving processes and service reliability. Excellent interpersonal, verbal, and written communication skills with the ability to interface with people at all levels of the organization to foster a collaborative environment. She is well versed in project management of custom, cloud, and commercial off the shelf software implementations including: CAD/AVL, Infotainment, Vehicle Maintenance, Revenue collection solutions, Time and Attendance, Enterprise Asset Management, and Transit Operations Management. Susan has effective leadership skills in mentoring, delegation, and facilitation. Skilled in budget and contract review, negotiation, execution and oversight. Susan can be contacted at suebald@yahoo.com

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