Keys to Effective Communication

Using Effective Communication to Manage Your Relations with PI/PDs, central offices, and external parties

The Evolution of Communication
The Role of Effective Communication for the Grant Administrator/Manager
Tools for Effective Communication
Developing a Communication Strategy
Removing Barriers to Effective Communications

Review of Common Tough Situation Scenarios in the life of a Grant Administrator/Manager

Discussion Topics
The Evolution of Communication
The Evolution of Communication

Why is communication so important?

The Evolution of Communications

- Controls The Message
- Controls The Outcome

When you are able to do both of these things, you have accomplished the task of being an effective communicator.
One of the most important role of the Grant Administrator/Manager that is not discussed enough is the one as a Chief Communicator.

How well you communicate is essential to:

- Creating trust with your PIs/PDs,
- Meeting Institutional and Sponsor Deadlines, and
- Having an environment that effectively allows you to administer the terms and conditions of the award.
Tools for Effective Communication

- Proposal Submission Meeting
  - Required for every submission
  - For new PI/PDs or complex proposals, a face to face meeting required
  - For all others, a conference call was acceptable
  - Held within one week of being notified of a submission

- Project Initiation Meeting

- Grant Project Activity Reports/Meetings
Tools for Effective Communication

Proposal Submission Meeting
Agenda

- Attendees: PI, Grant Writer, CRU, FPM
- Discussion Items: Proposal Components, Timeline, and Responsible Parties
- Takeaways: Everyone’s role and responsibilities and the date each task is due.
- Follow-up Email to all participants recapping the meeting.

Tools for Effective Communication

Project Initiation Meeting

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Project Initiation Meeting Agenda

- Attendees: PI, Grant Writer, CRU, FPM
- Discussion Items: Award Terms and Conditions, next steps, Reports, Timeline, Financial process and procedures and Responsible Parties
- Takeaways: Everyone’s role and responsibilities and the date each task is due.
- Follow-up Email to all participants recapping the meeting.

Tools for Effective Communication

Grant Project Activity Report (GPAR)

- Meeting or Discussion Quarterly with PI regarding their grant activities

  Discussion Items

- Burn rate/Spending Patterns
- Upcoming reports and due dates
- Personnel
- Upcoming Submissions
- Closeout Process
Developing a Communication Strategy

**RACI MATRIX**

- Identifies all the players involved in the grant process
- Identifies who is responsible and accountable for all tasks
- Identifies who needs to consulted and informed when certain tasks are completed
- Identifies a standard timeline for notifications

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**RACI MATRIX**

- RESPONSIBLE
- ACCOUNTABLE *(THE BUCK STOP HERE)*
- CONSULT
- INFORM
### Developing a Communication Strategy

#### Timelines

**When do you begin the conversation and how often do you follow-up?**

- Proposal Submissions
- Deficits
- Subaward/Subcontracts
- Need for Budget Modification
- No-cost Extensions
- Reporting Deliverables
- Closeout Documents
- Status from ORA/ORS/OSP
Removing Barriers

Rule #1 - Don’t take it personally.

Rule #2 – Document no matter what.

Scenarios