

Practice Abstract #15

Choosing the right digital tools for internal project communication

Multi-actor projects can be complex, and good internal project communication is a vital component of project success. The EUREKA project (www.h2020eureka.eu) found there are many digital tools that can help keep participants up-to-date on the changing status of the project, coordinate documents, share relevant information in a timely and efficient manner, and deal with urgent requests, etc. To optimize project success, it is recommended to use only one main tool for internal communication, thereby reducing the risk of information (and data) loss when participants switch between different tools.

Some of the most popular digital tools for internal project communication are:

- **Project collaboration tools** - the most popular and commonly used tool is *SharePoint*. It is a website-based collaboration system that uses workflow applications, “list” databases and other web parts, and security features to empower teams to work together. Effective project collaboration can also be developed using other third-party tools applications such as *Wrike*, *Asana* (for small teams), *Basecamp*, etc.
- **Chat tools** - sometimes, the project partners want to have a live chat and discussion during a project. Effective communication can be ensured by using chat tools such as *Slack*; *e-mail*; *MS Teams* (by creating a channel), *Yammer*, *Podio*, etc. There are many such tools available; it is up to you to choose the one that best suits your needs and habits.

Therefore before starting any project, choosing the right digital communication tool is essential. Inadequate communication in a project leads to ineffective, unproductive decisions that hinder the achievement of the project's objectives. So, choose your digital communication tool carefully!

