# [1. COMPASS: AN ASSESSMENT TOOL FOR IMPROVING PROJECT TEAM COMMUNICATIONS (RS105-1)](https://www.construction-institute.org/compass-an-assessment-tool-for-improving-project-team-communications-version-2-1)

**Report Summary:** Effective communications are essential to the successful completion of engineering, procurement, and construction (EPC) projects. However, effective communications would be of little benefit to the industry without a reasonable means of measurement. This research investigated ways to measure the effectiveness of project communications and, based on the findings, developed [Implementation Resource 105-2](https://www.construction-institute.org/compass-communications-project-assessment-tool-version-2-1), Compass: Communications Project Assessment Tool. This tool was designed to enable project managers to assess project team communications during the execution phases of an EPC project. The tool targets three project groups: project management, engineering, and construction.

Project teams can realize significant benefits by using the Compass diagnostic tool. Most importantly, project communications effectiveness can now be both measured and monitored, and problem areas can be identified. Benchmarked scores, which are included in the Compass tool for comparison purposes, are based on a significant number of CII member company survey responses. Compass gives project teams the opportunity to take advantage of this research while minimizing the administrative burden often associated with such tools.

**Key Takeaways:**

## (1) Prioritize effective communication to ensure successful project completion.

## (Project Phase: Detailed Scope through Construction)

* Develop an assessment tool to measure communication effectiveness during the engineering, procurement, and construction project phases​​.
* Implement clear communication protocols across all project phases​.
* Train project team members to use effective communication strategies​​.
* Evaluate the relationship between communication effectiveness and project success.
* Monitor communication effectiveness regularly to identify and address issues promptly​.

## (2) Strengthen communication effectiveness to enhance project success.

## (Project Phase: Detailed Scope through Construction)

* Measure communication effectiveness using tools such as Compass​​.
* Identify specific communication areas that need improvement based on effectiveness scores.​
* Allocate resources to enhance communication in weak areas identified by the assessment tool.
* Track changes in communication effectiveness over the project lifecycle to gauge improvements​​.
* Implement strategies based on data to improve overall project success​.

## (3) Assess communication effectiveness using six critical communication categories: accuracy, timeliness, completeness, understanding, barriers, and procedures.

## (Project Phase: Detailed Scope through Construction)

* Ensure information accuracy by minimizing conflicting instructions and poor communication.
* Provide timely updates, including design and schedule changes, to all project stakeholders.
* Deliver comprehensive and relevant information to all team members.
* Clarify roles and expectations to improve understanding among team members.
* Identify and address barriers to effective communication, such as interpersonal or logistical issues.

## (4) Conduct regular reassessments throughout the project’s lifecycle to monitor communication improvements.

## (Project Phase: Detailed Scope through Construction)

* Schedule periodic reassessments using the Compass tool to track communication effectiveness.
* Compare reassessment results to initial benchmarks to measure improvements.
* Adjust communication strategies based on the reassessment findings to ensure continuous improvement.
* Document all changes and their impacts to build a knowledge base for future projects.
* Engage the project team in discussions about the reassessment findings and improvement plans.

## [(5) Tool: Compass: Communications Project Assessment Tool, Version 2.1 (IR105-2)](https://www.construction-institute.org/compass-communications-project-assessment-tool-version-2-1)

## (Project Phase: Detailed Scope through Construction)

This tool is designed to:

* Define key enablers for project success, focusing on tools and best practices for improved outcomes in construction.
* Highlight collaboration and technology as critical drivers for efficiency and risk mitigation.
* Recommend standardized procedures to streamline processes and improve project consistency.
* Emphasize the importance of data integration and interoperability to support real-time decision-making.
* Encourage stakeholder engagement to enhance alignment, accountability, and project transparency.