

Abstract.

The complex nature of the matrix organizational structure presents a communication paradigm unparalleled by any other management position, creating an organizational environment that is uniquely sensitive to interpersonal communications. This paper discusses the organizational environment typically found in major information systems initiatives as well as some of the interpersonal communications challenges encountered by the **IT** project manager. Suggestions are provided as bridges to avoid the pitfalls these challenges present.

Keywords: human communication; project management; non-verbal communication