

# COMMUNICATION



Communicating with the rest of the department, faculty and staff in a process improvement project is essential to the success of the project. Change is a necessity in the process of improvement so people need advanced notice that change will be occurring.

The communication plan is a written document that describes what, how, when and to who the team needs to communicate with regarding the project. Refer to “*Communication Plan Template*”.

## How to Create a Communication Plan

Step	Action
1	Brainstorm with the team the types of questions they think they will get when they go back on the floor
2	As a team, craft the response to those questions. This ensures all team members know how to respond to the questions
3	Decide who you will need to communicate with
4	Decide which Q&A will go to which group
5	Decide how you are going to get the information out, who is doing it and when

All different stakeholders should be considered:

- Leadership
- Frontline staff
- Unions
- Customers

Various methods of communication can be used, such as:

- In-person or virtual group meetings
- Wall posters
- Memos
- Emails
- Telephone calls
- Team meetings

Communication should occur frequently and throughout the course of the entire project.