

Communication

Communicating to the rest of the department, faculty and staff in a process improvement project is absolutely essential to the success of the project. Change is a necessity in process improvement so people need advanced notice that change will soon be occurring. Communication should occur frequently and throughout the course of the entire project, not just once.

How to Create a Communication Plan

Putting a memo up on a wall and simply hoping people will read it, is not enough. You need to communicate in various methods, such as in-person group meetings, wall posters, memos, emails, and sometimes telephone calls. You also need to consider all the different stakeholders, such as those in leadership positions, frontline staff, unions, and your customers.

The Communication Plan is a written document that describes what, how, when and to who the team needs to communicate to in regards to the project.

Step 1: Brainstorm with the team the types of questions they think they will get when they go back on the floor.

Step 2: As a team, craft the response to those questions. By doing this together all team members will know how to respond to questions.


Step 3: Decide who you need to communicate with.

Step 4: Decide which Q & A go to which group.

Step 5: Decide how you are going to get the information out and who is going to do it and when.

Utilizing PMH resources such as SharePoint and PROMPT are a great way to communication with staff.

Yellow Belt Communication Plan: *Insert Team Name*


PRAIRIE MOUNTAIN HEALTH
SANTE PRAIRIE MOUNTAIN

Program/Department:	
Project Name:	
YB Team Facilitator:	

Questions and Answers		
	What questions do you think staff are going to ask about the project?	Craft your response to those questions
1	<i>Example: How long will the project take?</i>	<i>The project will take place over the next 3 months. There is an anticipated finish date of July 1, 2016.</i>
2		