



## INTERNAL COMMUNICATIONS POLICY – TEMPLATE

PLATFORMS:	TYPES OF INFORMATION:
Email	Status updates (detailed) Reporting Complex questions (longer than a paragraph)
Teams Chat/Slack	Quick responses Ideas Chat/DM Handing off tasks (process flow) Staff Meeting agenda items
Project Management Software (Asana, Harvest, Monday.com, Sheetz...)	To-Do Items/Tasks Notes on next steps
Text	Emergency/Time-sensitive requests to connect
Phone	Direct or private conversations Time-sensitive conversations
Loom	Instructions and training
Zoom/Teams Meeting	Meetings

COMMUNICATION TIMING & DISTRIBUTION:	
Email Response Time	<ul style="list-style-type: none"> <li>How much time will you allow for a response?</li> <li>Does your workforce need a brief interim response, i.e., “I’ve got this flagged and will be back to you by the end of the week”?</li> </ul>
Monday - Friday	<ul style="list-style-type: none"> <li>Are all channels available for use unless otherwise indicated?</li> <li>Or are specific channels to be used on specific days, i.e., the project management platform is only used for end-of-week reporting</li> </ul>



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Weekends & Holidays	<p>It is important for individuals to maintain healthy boundaries and not feel compelled to respond during personal time.</p> <p>Unless otherwise agreed upon, emails should either be sent on delay or include the following (or something similar) at the beginning of the subject line:</p> <ul style="list-style-type: none"> <li>• NOT URGENT</li> <li>• FOR NEXT WEEK</li> <li>• TOUCH BASE ON MONDAY</li> </ul>
Email Frequency	<p>Should certain types of emails be sent at the end of the day or week as a summary? This can be helpful for projects where people report on progress to multiple collaborators. <b>Please keep in mind that the more detail you need to share, the more likely it is you should use phone or video.</b></p>
Distribution lists i.e. CC & BCC	<ul style="list-style-type: none"> <li>• What are the policies surrounding group email threads?</li> <li>• How do you know who should be on them?</li> <li>• When should a new thread start and an old thread stop?</li> <li>• How do people communicate that they want to be removed?</li> <li>• What is the purpose of BCC and how does the organization use it with transparency?</li> </ul>

FILE SHARING & STORAGE:	
File Organization	<ul style="list-style-type: none"> <li>• What is the single file storage solution that best fits your organization? MS Cloud? SharePoint? Dropbox? Google?</li> <li>• Do you have a naming policy for both documents and folders?</li> <li>• Have you trained your team how to use/find information in this environment?</li> <li>• Do your teammates understand how to use collaboration tools in this environment?</li> <li>• Do you have the appropriate access set for each folder?</li> </ul>



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Teams Chat/Slack Project Management Software (Asana, Harvest, Monday.com, Sheetz...)	Do you require the post’s author to share file/link location details when sharing on this platform? I.e., Operations>2023 SW Projects>Phoenix>Topographic Mapping.docx
Image/Graphic/Infographic/Map	<b>CONSIDER CREATING A FILE TREE MAP OR OTHER GRAPHIC TO DEPICT YOUR MESSAGE VISUALLY</b>

How to Best Communicate in Writing:	
Effective Action Subject Lines	Preview what you need from the reader at the start of the subject line. For example: <ul style="list-style-type: none"> <li>• ACTION REQUIRED</li> <li>• RESPONSE REQUESTED</li> <li>• TIME-SENSITIVE</li> <li>• FOR YOUR REVIEW</li> <li>• URGENT</li> </ul>
Effective General Subject Lines	For further clarity, please include the project name or other identifying language. This will ensure the reader can ID your message quickly and respond accordingly or search for the message later.
Bullet Points and Outlines	Both are excellent methods to quickly convey large amounts of information or provide a framework for actions.  Break up the text with skimmable headings such as: <ul style="list-style-type: none"> <li>• WHAT THIS IS</li> <li>• WHY IT MATTERS</li> <li>• THE ONE BIG TAKEAWAY</li> <li>• TO LEARN MORE</li> <li>• NEED MORE INFO?</li> </ul>
Answering Inline	This can be difficult to read unless it’s clearly written and color-coded. Please make sure the reader & writer work well with this approach.



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All Caps	Please be sensitive to the reader when using all caps. Avoid any scenario where an individual may feel yelled at, as opposed to feeling excited by this style.
Emoji Use	Establish when and how emojis are used within your organization. <ul style="list-style-type: none"><li>• Are emojis appropriate for external communication?</li><li>• Are emojis appropriate for email only?</li><li>• What (if any) emojis are outside of your internal comms policy?</li></ul>
Group Editing	<ul style="list-style-type: none"><li>• Word, Dropbox, and G Suite are all good platforms for reviewing and commenting on documents.</li><li>• Train your staff how to use the Review/Edit/Comment/Redline tools.</li><li>• Be aware that some systems do not work well with G Suite when sharing documents, so verify that the intended colleagues can access the document in question.</li></ul>
Writing with Brevity for Culture Type	<ul style="list-style-type: none"><li>• Access brevity training for you and your content creators</li><li>• Learn what your team composition is/are and tailor your content creation to their needs</li></ul>