



Best Practices for Internal Communication

STEP

1

Figure out **WHAT** needs to be communicated and why

STEP

2

Think about **HOW** the other person or people could best understand

STEP

3

CHOOSE the best channel and communicate

STEP

4

CHECK to make sure they understand and know what to do

COMMUNICATION CHANNELS



Face to face / Phone

is best for making a personal connection and overcoming resistance to change.



Electronic

Works well for mass communication with those who have frequent access to computers. E-mail & S-Comm is good for brief electronic communication. Website & Employee Portal is best utilized for maintaining information.



Meetings

are best for communicating more complicated ideas or when you want input from team members.



Video

is best to use when you want to appeal to visual and audio senses and to tell a story.



Paper

(such as handouts at a meeting or a flier on a bulletin board) is best when details are important, or dates needs to be referenced.



Social Media

engaging with social media posts builds a fun sense of community among all of us. Join in!

HOW DO I...

Find Policies & Procedures?

Under "Policy & Procedure Manuals"



Homeplate

Share a compliance concern?

To Compliance Officer



Employee Portal



Phone



Email

Recognize another employee?

Under "Employee Recognition"



Employee Portal

Share a "feel good" or success story about a person I work with?

Under "Share a Story"



Employee Portal

Know if there is an emergency closure?

Check News Channels 2, 4 or 7



Employee Portal



News Channel

Know what services & programs we offer to people?

Referral dropdown menu at upper right of home page



Agency Website

Share information with senior leadership at agency?

Under "Submit Your Questions & Comments"



Employee Portal

Figure out whom to call in a certain department?

Under "Employee Links" on left side of page - go to "Who to Call"



Employee Portal