# Communication Plan Template

This document outlines the key communication streams for the Operating Model Transformation initiative. It supports alignment across stakeholders by clearly defining message goals, delivery methods, frequency, and ownership.

## Stakeholder Communication Matrix

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| --- | --- | --- | --- | --- |
| Stakeholder Group | Key Message / Objective | Channel | Frequency | Owner |
| CEO | Strategic alignment, milestone updates | 1:1, Executive deck | Monthly | COO |
| COO & Project Team | Daily operations, blockers, status | Standups, Slack | Daily | PMO Lead |
| VP SharedOps | Changes to workflows, role clarity | Email, Workshop | Weekly | PMO Lead |
| VPHR | Org impacts, training needs, change adoption | Working sessions | Bi-weekly | COO / Comms |
| IT Director | Integration timelines, support expectations | Jira, Sync calls | Weekly | PMO / IT Lead |
| Finance Partner | Business case updates, cost impacts | Email, Tracker | Bi-weekly | COO / Finance |
| Client Success Lead | Customer experience tie-ins | Sync call, Summary | Monthly | COO |
| Comms Lead | Owns end-to-end comms strategy | Internal cadence | Daily–Weekly | Comms Lead |

Last updated: May 2025