To: Patrick\_Jane\_Thementalist@gmail.com

From: Ritchie\_Chan@gmail.com

Subject line: Proposed Company Communication plan for your consideration

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Dear Mrs. Jane,

This email serves as a follow-up to our conversation on the company communication plan. The transition to Discord was an essential and important step for the company, especially with the ever-changing pandemic policy on WFH. I will be discussing the issues faced by the team; their lack of knowledge on Discord functionality and their difficulty with finding the necessary channels, and proposing a possible plan for your consideration.

Issues

1. The lack of knowledge on discord functionality such as “@”, has resulted in the team having to read through every single message to find messages relevant to them.
2. The team also faces difficulty finding necessary channels, as channels not relevant to them and channels that were no longer in use were visible to them.

Communication plan

The company communication plan should be focused on improving the team’s understanding of Discord and implementing an admin in charge of the Discord channel organization to solve the issues mentioned above. Possible communication plan:

1. The current implementation of one Discord channel per team project should remain. The team feedbacked that it made it easier to find information on their specific team projects.
2. Sessions educating the team on essential Discord functions such as the “@” function, screen sharing, and unmuting microphone, should be implemented. These sessions will help to improve communication efficiency between the team.
3. An admin in charge of Discord channel organization should be implemented. The admin will be responsible for organizing channels such as deleting/archiving channels not in use, and using secret channels so that only those involved in the channel can see the project.

The above proposed communication plan is for your consideration. Thank you for your time.

Best Regards,

Ritchie Chan