# Summary

Here's a concise summary of the meeting:  
  
\*\*Meeting Summary: Importance of Internal Communications\*\*  
  
This meeting, part of a "two-minute meeting series," featured Erica interviewing Erin Maloy, a Communications Manager at Genoa, primarily responsible for corporate and internal communications.  
  
\*\*Key Points Discussed:\*\*  
  
\* \*\*Role of Internal Communications:\*\* Erin highlighted the critical importance of strong internal communications, especially during transitions like the current pandemic, describing it as the "oxygen of an organization."  
\* \*\*Two-Way Communication:\*\* Emphasis was placed on the necessity of not only informing employees consistently and clearly but also providing them with channels to share their feelings, ideas, and input.  
\* \*\*The "Human Factor":\*\* Erin stressed that their communication approach always considers the human element—people's feelings, mindsets, and personal circumstances—to ensure information is received effectively and feedback can be provided. This aligns with Genoa's core value of "putting people first."  
  
\*\*Decisions Made:\*\*  
No explicit decisions were made during this discussion.  
  
\*\*Action Items:\*\*  
No specific action items were assigned, as this was an informative interview discussing the strategic importance of internal communications.