

Creating a communication plan

Matching exercise

Which communication frequency, type, and method should you use?

To match each communication goal to a communication format, choose a goal from the list. Then, select a communication type to find out if it's a match.

You've categorized everything.

Communication goal

- Project team

Discuss project progress, action items, and blockers

✓
- Bakery managers

Coordinate on opening day menu and promotional giveaways

✓
- The owner and senior stakeholders

Provide a high-level overview of the project status and its impact

✓
- Customers

Collect data on popularity of new and potential menu items

✓

Communication format

- Daily planning meeting, via video call

✓
- Weekly planning check-in, via phone

✓
- Quarterly presentation, held in person

✓
- One-time survey, sent via email with two follow-up reminders

✓

Continue

