



WRK/360

Communication Strategy

TRANSITION
WORKBOOK



COMMUNICATION STRATEGY

EXERCISE GOAL:






- Create your own checklist for communication strategy
- Identify pathways of communication (green, yellow, red status)

RESOURCES:

- [Asana](#)
- [Trello](#)
- [ClickUp](#)

CREATING A COMMUNICATION CHECKLIST






Here is an example of a communication check list while you are on leave. You may need to adjust according to your type of work and responsibility level within the organization. We recommend that you discuss with your manager before you are on leave and together define some of the key elements of this checklist to ensure better communication for all parties involved with your transition.

-  Decide and/or discuss with your manager if you will stay connected while on leave (keep in mind employer policies and state laws).
-  Create and send email with the transition plan communication to peers, direct reports and managers.
-  Create and send email with the transition plan communication to clients and other key stakeholders.
-  Check/discuss with manager if you'll retain access to email access and other business tools
-  Send email indicating when you start your leave and your expected return date



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(cont'd.)

-  Send email requesting date/time to check in prior to return to work
-  Add all important dates in shared calendar
-  Send email with an update on your return to work date to peers, direct reports and managers
-  Send email with an update on your return to work date to clients and other key stakeholders
-  Schedule check in meeting prior to return to work on the calendar



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CREATING A COMMUNICATION CHECKLIST

Creating pathways of communication based on the level of urgency such communication has, can help you and your team better prepare to handle different situations that usually fall under your responsibility, and re-direct issues to the appropriate channels and key stakeholders.

We recommend creating a list of possible situations and classify them under three main categories:

- **Red Status:** highly critical, complex or urgent situations.
- **Yellow Status:** important enough situation to be dealt with reasonably soon and (medium level of urgency) and with medium level of complexity.
- **Green Status:** low level of complexity and with no urgency.

You can use the graph bellow to brainstorm and organize ideas. After completing that, share with your direct reports, peers and managers as you prepare for leave.

Red Status: Critical situations that should go to the level above you

- a.
- b.
- c.

Yellow Status: Medium critical/urgent level of situations that other peers can handle

- a.
- b.
- c.

Green Status: No critical/low level urgency of situations that can be handled by your direct reports on their own

- a.
- b.
- c.





COMMUNICATION STRATEGY

Feel free to use the same exercise to create and organize a communication plan with clients and other key stakeholders. By preparing this information in advance, clients will know exactly who to direct their inquiries while you are gone.