

Some Good Practices for Internal Decision-Making and Communication

1. **Outline some guidelines for how decisions will be made:** This can help to make the decision making process more effective and transparent. You may want to develop some core values on which your decisions can be based.
2. **Determine who needs to be part of the communication loop:** When you are about to start a new initiative or make a significant organizational decision, consider a broad universe of who should be involved in some way: Who should be part of the actual decision-making? Who should be consulted? And who should be kept apprised?
3. **Develop an internal communications plan:** The plan should detail who you will communicate with (as noted above) for what purposes and what approximate timeframes will be used throughout the decision-making process. Make this widely available.
 - (a) By using a matrix format, you can reduce your communications plan to a single page, which can be put on the wall... insuring it gets used.
 - (b) If the communications plan is too complex, it may indicate that your organizational chart may need to be modified. One point of an organizational chart is to bring together into groups those people who need to communicate closely and frequently.
4. **Utilize the communications plan on a regular basis:** When you keep your stakeholders involved in decision-making processes in some way (even if it is just keeping them apprised of the key issues and timeframes) it will make it easier to implement the eventual decisions.
 - (a) Assign each communication task to a specific person.
 - (b) Stakeholders can change so that communicating throughout is essential.

© Recognize that on-going communication is easy to “forget” or “neglect” when stakeholders get busy and make a special effort to sustain your communications plan.
5. **Special importance to geographically spread or culturally diverse organizations:** Although these are good practices for any organization to follow, they are especially important for geographically spread or culturally diverse organizations. In these cases the chances of people being left out of the communication loop are greater, and thus greater attention should be paid to ensuring that this does not happen.