

Stakeholder Communication Templates

*Instructions: The templates below are designed to help our team respond quickly and consistently to stakeholder requests for Internal Comms support. Use them when stakeholders reach out via **Teams or email** with new campaign requests or review needs, or throughout the various phases of the project.*

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Teams or Email Intake Request Response – Invitation to Office Hours

Hi [NAME],

Thanks for reaching out! To make it easy and collaborative, we’ve revamped our intake process to handle Internal and Community Comms through [frequency] Office Hours. Our next Office Hours session is on [date].

What to Expect

These are 30-minute drop-in sessions to:

- Ask questions to understand the goals/outcomes for the comms
- Determine timelines, roles, and responsibilities
- Build or refine a comms plan (if applicable)
- Track everything on our project board

What to Bring

- Comms launch and end dates
- A brief overview (what’s happening, who’s impacted, and why it matters)
- A clear Call-to-Action and employee deadline
- Finalized resources (e.g., job aids, FAQs, guides)

For Review Requests:

- Final draft in a Word doc with editing access

We'll forward you the invite so you can join us to discuss this request in more detail. Looking forward to collaborating with you during Office Hours.

Teams Project Chat Kickoff Message:

Hi, @everyone!

This channel has been created to support [project]. Here, we'll collaborate and communicate to ensure everyone on this project stays informed and organized.

I noted the goal of launching comms on **[date]**, subject to change based on the progress of deliverables.

Next Steps:

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Need Support? Internal Comms will support you by:

- **Live Support:** Give a heads up that you plan to attend office hours for quick live support/feedback.
 - **Async Support:** Drop questions or feedback requests into this chat, and we will address them async.
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Teams Campaign Launch Message:

Hi, @everyone!

We're almost there! As we gear up to launch **[Campaign Name]** on **[day, date]**, here's a quick look at who's doing what to keep things running smoothly.

Comms Deliverable Sends (Listed in order to be posted/sent)

Posting Order	Deliverable	Owner/Sender	Platform/Channel
1	OnePMI Article	Jennifer Urena	One PMI / Hero
2	All Team Email	Akshata / Elena	Global Talent Team Mailbox
3	Viva Engage Post	Deanna	Employee Development
4	Critical Manager	Jennifer Urena	Contact Monkey

Launch Day Best Practices

- ✓ Take a moment to review the deliverable you are responsible for posting/sending
- ✓ Let us know if anything looks off or if someone else should be assigned a task
- ✓ Monitor the chat on launch day for confirmation that you are good to send/post
- ✓ Send a follow-up in the project chat to confirm that you've posted or sent your comms

Thank you for your partnership in making this campaign a success. Looking forward to a seamless launch day.

Reach out here if you have any questions or need support.