COMMUNICATION POLICY GUIDELINES

A Communication Policy for:

[INSERT WORKPLACE NAME HERE]

Effective from: DD/MM/YYYY

Next review date: DD/MM/YYYY

NOTES	
Include: The need and purpose of a communication policy.	**Outline the need for a Communication Policy in the workplace.** "There are many channels of communication available to staff and many processes, formal or informal, for their use. This policy outlines the responsibilities of all staff in maintaining good communication practice, the main communication channels available to staff and how and when they might be used to be effective."
What do you want to achieve?	**Aims of the policy** "To ensure effective communication…" "To create a workplace environment that…"
Policy objectives should try to follow the SMART principles where possible; Specific, Measurable, Achievable, Realistic and Time Specific. Each objective should be followed by 'policy actions' which detail what the organisation will do in order to meet the objective e.g. any training which will be provided.	**Objectives** "To encourage open communication, feedback and discussion." *Policy actions:* *- There is an open door policy in place and all employees will be made aware of it.* *- Whether you have a problem, a complaint, a suggestion, or an observation, your company managers want to hear from you.* *- While there may not be an easy answer or solution to every concern, employees have the opportunity at all times through the open door policy, to be heard.*

Adapted from ACAS, BITC and Thrive Tribe.

	"To maintain open channels of two-way communication, to listen to feedback and comment." *Policy actions:* Things to consider: What different types of communication and media are used, and the what are the barriers to these? Guidelines to PC, laptop, email and internet use. Does the organisation have any specific rules about using resources outside of work? Password policy and/or security, legal requirements (e.g. The Data Protection Act 1998) and the storage of emails.
Any specific elements of communication may be embedded in to the policy e.g. social media.	Social Media Give clear guidelines for employees on what they can and cannot say about the organisation; the organisation should feel confident its reputation will be guarded. Be clear throughout about the distinction between business and private use of social media. If you allow limited private use in the workplace, it should be clear what this means in practice. Staff should feel protected against online bullying. If an employee is representing the company online, set appropriate rules for what information they may disclose and the range of opinions they may express.
Does this policy apply to all staff, contractors, volunteers etc.	Scope "This policy applies to…"
Explain how this policy will be communicated throughout the organisation. How will updates to the policy be communicated.	Communication "All employees will be made aware of the Communication Policy."

Adapted from ACAS, BITC and Thrive Tribe.

	"This will be discussed as part of the employee induction process and form part of the employee handbook." "This policy will be reviewed regularly and any updates will be communicated via line management/team meetings/email…"
Regular review and monitoring is essential for the effectiveness of any policy. What measures will be used to evaluate? Will staff be able to provide suggestions to be added? Feedback from those who have been involved in any aspect the policy can be useful, as well as staff surveys and exit interviews.	**Review and Monitoring** "This policy will be reviewed annually/6 monthly by…" "Staff may provide feedback to their line manager or Workplace Health Champion regarding this policy and any suggestions will be welcomed and considered."
	Date: Signature:

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