

Creating a Communication Map

This document will provide you with the steps to create a communication map.

Prepare your content

1. Start with the original process guide or information sheet.

If this does not exist, document all steps or pieces of information to convey.

Timeframe	Task
5+ weeks before class*	Class dates must be finalized and purchase order received
5 weeks before class*	LCE will send you a logistics form to complete, which provides us with the information needed to order the course materials and make class arrangements. A blank roster template is also sent.
4 weeks before class*	Client to send logistics form and roster back to LCE
4 weeks before class*	LCE places order for course materials, to be sent directly to client
3-4 weeks before class	LCE will schedule a conference call to coordinate class logistics and explain pre-work and projects. Included on the call from LCE will be: Account Manager, Business Manager, Class Facilitator. Included from the client site will be: Class Point of Contact, Sponsor (if available).
Following conference call	Business manager will send the client follow up emails related to the sponsor's role in the class and the pre-work instructions for the participants
3-4 weeks before class	Class sponsor will send invitation to class participants
2-3 weeks before class	Client class coordinator will email participants the pre-work instructions
2-3 weeks before class	LCE will ship additional class items, including class certificates

2. Chunk together steps or pieces.

Depending on the content you can chunk by content type, timeline, job function, etc.

4-6 weeks out: **red**







2-3 weeks out: **blue**

Timeframe	Task
5+ weeks before class*	Class dates must be finalized and purchase order received
5 weeks before class*	LCE will send you a logistics form to complete, which provides us with the information needed to order the course materials and make class arrangements. A blank roster template is also sent.
4 weeks before class*	Client to send logistics form and roster back to LCE
4 weeks before class*	LCE places order for course materials, to be sent directly to client
3-4 weeks before class	LCE will schedule a conference call to coordinate class logistics and explain pre-work and projects. Included on the call from LCE will be: Account Manager, Business Manager, Class Facilitator. Included from the client site will be: Class Point of Contact, Sponsor (if available).
Following conference call	Business manager will send the client follow up emails related to the sponsor's role in the class and the pre-work instructions for the participants
3-4 weeks before class	Class sponsor will send invitation to class participants
2-3 weeks before class	Client class coordinator will email participants the pre-work instructions
2-3 weeks before class	LCE will ship additional class items, including class certificates
2 weeks before class	Client will distribute ADKAR books and pre-work packet to participants

Create your map

3. Determine the layout.

Be mindful about cell alignment in tables. Some cells may need to be merged or split to accommodate more data in one column.

Tasks and Timeline to Prepare for Program*		
4-6 Weeks Before Program	2-3 Weeks Before Program	1 Week Before Program
<p>1. Return Logistics Form and Roster to LCE.</p> <p>  </p> <p>Class Coordinator: Roster_Template.xlsx Logistics_Form_CK-CX</p> <p>Please also provide an org chart reflecting the top three levels of your organization.</p> <p>2. Participate in pre-workshop call with LCE facilitator and logistics coordinator</p> <p>Call Agenda:</p> <ol style="list-style-type: none"> 1. Introduce team 2. Invoice or contract questions 3. Logistics and pre-work 4. Room setup 5. Workshop dates/times 6. Facilitator alignment 7. Travel information 	<p>4. Send attached pre-work communication to class participants.</p> <p></p> <p>Participant Pre-work Guide.docx</p> <p>Optional - send class roster so participants can form natural teams.</p> <p>5. Distribute ADKAR books to participants upon receipt of course material</p> <p></p> <p>Audio Version of ADKAR book (password: prosci)</p>	<p>7. Pre-work packets are due</p> <p>Class participants should email pre-work packets to Education@LCE.com. Only one packet is needed per team.</p> <p></p> <p>Pre-work reminder letter.docx</p> <p>8. Participants will receive an email from Training@Prosci.com with their login information to the online pilot.</p> <p>9. Ensure receipt of all course material.</p>

4. Determine placement of information within the layout.

For example, generic information may be best in the upper right corner.

Information	Program Dates:
	Facilitator:
	No. of Participants:

Use centered on the practical application of change management. Each class and processes to a real-life project they are directly involved with.

1 Week Before Program	Week of Program
-----------------------	-----------------




5. Use color to group information.

For example, you can use color to group steps by timeline, category or who is responsible for a task. The example in Step 3 shows information grouped by timeline.


Simplify use and navigation

6. Use icons, a different font or color to call attention to important information.



Program before Program	1 Week Before Program	Week of Program
<p>Attached pre-work packet to class</p> <p></p> <p>n of ADKAR book (rosci)</p> <p>Class roster to LCE.com</p>	<p>7. Pre-work packets are due.</p> <p>Class participants should email pre-work packets to Education@LCE.com. Only one packet is needed per team.</p> <p></p> <p>Send the following reminder to class participants to remind them of their pre-work and what to bring to class.</p> <p>Pre-work reminder letter.docx</p>	<p>10. Move all course material to the training room and setup training room to LCE specifications (see logistics form in Step 1).</p> <p>11. Sponsor to kick-off class on Day 1. The sponsor will cover these main points:</p> <ul style="list-style-type: none"> • Why are we here • What do we expect to learn • What will we do with it once we learn it <p>Sponsor may also want to be present during project presentations and graduation.</p> <p></p> <p>Important Notes</p> <p>Class times are 8:30am-4:30pm, with Day 2 running until approximately 8pm for project presentations.</p> <p>Please let participants know to expect the late evening Arrangements should be made to bring in dinner.</p>

7. Embed associated documents and links into the map.

 Be mindful of documents that are saved on internal networks. If you are sending the document to someone without access to these networks you will want to embed the document into the map or provide a public URL.

Test

8. Test the map with someone unfamiliar with the process.