Communication Planning: A Template for Organizational Change

Amy Newman
Cornell University School of Hotel Administration, an97@cornell.edu

Follow this and additional works at: https://scholarship.sha.cornell.edu/chrreports

Part of the Business and Corporate Communications Commons, and the Hospitality Administration and Management Commons

Recommended Citation
Communication Planning: A Template for Organizational Change

Abstract
A communication plan is an important part of every company’s management toolkit. With a plan in place, a company's management will be well positioned to announce changes or events relating to the business, including acquisitions and property closures, personnel changes and layoffs, and corporate reorganizations. In this report, I describe the major components of a typical communication plan: audience analysis, communication objectives, communication channels, responsibilities, and timing. I give examples of how Marriott and Starwood handled their recent merger, as well as communication strategies from other firms. I also provide a sample communication plan for announcing a hypothetical restaurant closure.

Keywords
communication plan, audience analysis, communication channels, hotel closures, message timing

Disciplines
Business and Corporate Communications | Hospitality Administration and Management

Comments
Required Publisher Statement
© Cornell University. This report may not be reproduced or distributed without the express permission of the publisher.

This article is available at The Scholarly Commons: https://scholarship.sha.cornell.edu/chreports/5
EXECUTIVE SUMMARY

Communication must be a part of every company’s plan for organizational change. As described in this report, a well-constructed communication plan includes five elements: audience analysis, communication objectives, communication channels, responsibilities, and timing. The plan should determine the many audiences, outline specific objectives relating to each audience, state the communication channels for each type of communication, specify which organization leaders are responsible for each communication, and show the timing of each message for each audience. With regard to timing, the presence of social media complicates matters, since it’s virtually impossible to restrict messages to an internal audience. Recent examples show that most effective communication efforts involved issuing announcements to both internal and external audiences either simultaneously or in rapid succession. The report concludes by presenting a sample communication plan for a hypothetical restaurant closure.
Amy Newman is a senior lecturer of management communication. She teaches the core undergraduate and graduate communication courses and an elective, Corporate Communication. Newman is author of the textbook Business Communication: In Person, In Print, Online (Cengage, 10e).

Outside of the classroom, Newman’s work focuses on communication technologies, and she has developed several web-based simulations to supplement business communication textbooks.

Prior to joining Cornell, she was an adjunct instructor at Ithaca College, eCornell, and Milano, The New School for Management and Urban Policy in New York City.

Newman spent most of her career in corporate positions and external consulting roles. Internally, she held management positions in human resources and leadership development. As an external consultant, Newman worked to improve employee performance and communication in hospitality, technology, education, publishing, financial services, and entertainment companies.

Newman has won grants to develop technology-based learning solutions and awards for teaching excellence and student advising.
A communication plan is an important part of every company’s management toolkit. With a plan in place, a company’s management will be well positioned to announce changes or events relating to the business, including acquisitions and property closures, personnel changes and layoffs, and corporate reorganizations. In this report, I describe the major components of a typical communication plan: audience analysis, communication objectives, communication channels, responsibilities, and timing. I give examples of how Marriott and Starwood handled their recent merger, as well as communication strategies from other firms. I also provide a sample communication plan for announcing a hypothetical restaurant closure.
When Marriott acquired Starwood, the executive team faced a major communication challenge: internal and external constituencies had specific needs and expectations for communication. This included line-level employees, layers of management, shareholders, customers, and the media. In particular, these communications needed to convey forethought and a rationale for the merger. As I explain, the Marriott and Starwood plan was more than equal to this task.

What must be avoided is the appearance of communicating on the fly (or actually doing so), particularly in delicate situations. In the absence of a communication plan, ill-conceived or incomplete communication can turn small issues into major crises because of poorly constructed and delayed messages. In short, when possible, management should avoid “dropping a bomb” on employees and other constituents and instead be intentional about their communications.

Communication plans start with the audience. Brainstorm all of the internal and external constituencies you would need to contact during a major communication. In many cases, separating management and employee groups (for example, corporate and property) will ensure more tailored communications, particularly when groups are affected differently.

When announcing an organizational change, a communication plan gives management teams a pre-determined approach for what, how, and when to communicate with multiple audiences. This tool focuses on the specific messages conveyed during a change. With a detailed template to follow, a management team establishes a comprehensive process and eases some of the challenges managers face in the midst of a difficult or exciting time.

With these principles in mind, let’s look at the five components of a typical communication plan that I just outlined: audience analysis, communication objectives, communication channels, responsibilities, and timing (see Exhibit 1).

**Audience Analysis: Tailoring Our Communications**

Communication plans start with the audience. Brainstorm all of the internal and external constituencies you would need to contact during a major communication. In many cases, separating management and employee groups (for example, corporate and property) will ensure more tailored communications, particularly when groups are affected differently. Within a day of the Marriott acquisition announcement, Starwood placed a prominent message on its home page assuring its Preferred Guest members that their loyalty points would be honored.1 These guests were worried about their loyalty points and are an important group for Starwood to retain.

Once your audiences are identified, consider the following questions when analyzing each group, as Marriott and Starwood likely did in planning their communications.2 Here, I fill in hypothetical answers based on the example of Starwood’s corporate marketing department.

What do you know about this audience that is relevant to your communication (e.g., language, education level, location)?

Located in Stamford, Connecticut, marketing employees are educated and English speaking. They are a critical group in communicating positive messages about the acquisition, so keeping them informed and motivated is a top priority.

---


What is your relationship with them (e.g., client, someone you know well)?

The marketing group has a good view of the company overall. They know executives in Stamford and, depending on their position, have close ties to property GMs.

How will they likely react (e.g., angry, confused, excited, skeptical)?

The group may be worried about their jobs and wondering what will happen next. Although this may not be the case, mergers and acquisitions often bring layoffs of corporate staff. We’ll need to be sensitive to their concerns in our communication. In addition, Marriott has been a competitor, so the purchase may be difficult to accept. These marketers may be curious to learn whether and how their messages will change.

What does the audience already know (e.g., from internal rumors or external social media posts)?

Rumors about a Starwood purchase have been circulating for some time, so the news isn’t a shock. But employees may be surprised at the timing and the acquisition by Marriott specifically.

These questions and answers help you understand each audience’s perspective and how to best meet your communication objectives. On the plan template in Exhibit 1, you see a separate column for “Audience Background and Potential Reactions” to summarize points relevant to your communication.

Communication Objectives: What We Want to Accomplish

When the company faces a change, specific communication objectives keep your messages on target. Your objective might be quite broad, for example, to explain a new management structure and get employee buy-in. But having more specific objectives will help you determine whether the message was successful.

Communication objectives are written from each audience’s perspective. Ideally, your objectives should state what you want each group to know, what you want them to do, and how you want them to feel after receiving the message(s). This is different from the audience analysis, which examines where people are today.

When a CEO leaves a company, for example, the following communication objectives may be identified for employees:

- Understand the rationale for the decision and the new management structure;
- Have confidence in the new leaders;
- Feel optimistic about the company’s future;
- Understand how the change affects them and their workgroup; and
- Speak positively about the change to guests and others.

Communication Channels: The Best Ways to Reach Our Audiences

When announcing a major organizational change, multiple messages are sent to each audience. Using a variety of written, oral, and visual communications increases the chance of success because people have different learning and communication styles.

Managers have many channel choices for their messages (e.g., email, newsletters, intranet articles, departmental meetings, employee forums, video, or social networks). Choosing the best channels depends on relationship questions (e.g., How well do you know the audience? Is interactivity important? and logistical questions (e.g., How quickly does the audience need the news? What technologies are available?).

In a layoff situation, for example, an email is often the first communication, followed by team meetings and then individual meetings with people who are affected personally. Employees prefer this approach, which Starbucks followed when reducing staff in four waves during 2008 and 2009. Email gives people time to absorb bad news and ensures a consistent message, but meeting face-to-face with people who will be leaving the company is more compassionate and appropriate.

Responsibilities: Who Writes and Delivers the Messages

For most internal communications, messages start from the top of organization and work their way down through employee groups. On the day of the Starwood acquisition announcement, Starwood employees received an email directly from Arne Sorenson, president and CEO of Marriott International, which included a video message from Sorenson and Bill Marriott, executive chairman and chairman of the board.

This was an excellent approach, but “cascading communication” has limitations. Employees do want to hear directly from senior management and want the opportunity to ask questions.

At the same time, employees know their direct supervisors and may trust them more than senior management. Again, planning multiple messages from different sources is the best strategy.

For external communications, relying too heavily on corporate public relations functions may miss opportunities for more direct messaging. Research about the Deepwater Horizon oil spill highlights the importance of corporate credibility: “Companies want their customers to trust them and react favorably to corporate communications, and they also want to use their credibility as a point of differentiation from their competition.”

Like employees, external audiences want to hear direct, authentic messages from company leadership.

**Timing: How to Sequence Messages**

Message timing is critical to a well-constructed communication plan. During a major company announcement, messages should be closely timed and appropriately sequenced. Typically, employees find their internal news before it is released to the media.

When Uncle Bubba’s Seafood and Oyster House closed its doors in Savannah, Georgia, proprietor Paula Deen was criticized for management’s failure to notify employees. A message on the company’s Facebook page informed customers of the sudden decision, but employees discovered the news when they showed up for work.

Of course, internal messages can go viral despite your best efforts, and you want the media to hear the news from the company directly. The best solution may be to release the news internally and externally in quick succession or simultaneously, as occurred during the Starbucks layoffs of 2008–09.

Some companies are posting internal messages externally themselves—on social media sites or the company website. RealNetworks founder, chairman, and CEO Rob Glaser posted two layoff emails to employees on his personal Facebook page after sending them internally. Glaser undoubtedly realized the emails would be leaked anyway, so he decided to publish them himself.

People want news quickly, particularly on social media. According to one study, 53 percent of Twitter users who expect a response from a company want to hear back within one hour.11 During an organizational change, companies monitor social media sites continuously to address comments as they are posted. SeaWorld delayed its response to criticism after the movie Blackfish, causing questions about its orcas to escalate. SeaWorld’s position was further damaged because users’ Facebook posts were deleted—never a good idea.12

**Communications: Part of a Bigger Picture**

A communication plan isn’t sufficient in every situation. For large-scale crisis situations, broader crisis management and crisis communication plans should be developed to identify team roles, contact information, media guidelines, types of crises, and evacuation procedures. Three good resources are W. Timothy Coombs, *Ongoing Crisis Communication: Planning, Managing, and Responding, 4e*;13 “Emergency Preparedness Essentials” by Robert Kwortnik;14 and JetBlue’s Crisis Communication Plan.15 A sample communications plan for a restaurant closure is shown in Exhibit 2 on the following pages.

For non-emergency situations, such as announcing organizational changes, a communication plan ensures that managers follow a clear, consistent process. When managers are involved in creating the plan, they agree, as a team, on an approach for delivering important internal and external messages. Although some time will be invested in this process, once a plan is created for one situation, it is easy to adapt for others.

Too often, communication is an afterthought in implementing change. A documented plan makes communication part of everyone’s responsibility in an organization. Managers can be held accountable and, more important, all constituencies are considered and included, so that no one is forgotten.

---


## Sample communication plan for hypothetical restaurant closure

<table>
<thead>
<tr>
<th>Audience</th>
<th>Audience Background and Potential Reactions</th>
<th>Communication Objectives</th>
<th>Responsibility</th>
<th>Communication Channel</th>
<th>Timing or Frequency</th>
</tr>
</thead>
</table>
| Corporate Management Team | Corporate managers already know about the possibility of closing the restaurant. Their perspectives may be mixed—some will favor the decision, and others will not. | Corporate managers will need to:  
  • Understand the rationale and support the decision.  
  • Understand details relevant to their position (e.g., location and timing).  
  • Plan communications for their teams. | Executive Team | Email and updates | As soon as the decision is final |
| Restaurant Management Team | Ideally, the decision won’t come as a surprise to the management team. Still, they probably will be upset about the closing. | The restaurant management team will need to:  
  • Accept the decision.  
  • Communicate plans to the staff and customers.  
  • Continue operations until the closing date.  
  • Consider and apply for other positions within the company. | Corporate Management | In-person meeting | Soon after the decision is made |
| Restaurant Staff      | Upset about the news and worried about their job. Possibly angry at management.                           | The restaurant staff will need to:  
  • Accept the decision.  
  • Continue operations until the closing date.  
  • Communicate the decision to customers.  
  • Feel confident about finding other employment.  
  • Apply for other positions within the company.  
  • Understand severance pay and continuation of benefits. | Restaurant Management, Corporate Management/ HR | Ongoing meetings and flyers and posters for continuous updates  
  In-person meetings with written summaries about job opportunities, pay, and benefits  
  Employee forum or webinar for Q&A  
  Hotline number to Corporate HR and individual meetings on request | Soon after the restaurant management team is notified  
  Weekly updates |
| Corporate Staff       | Depending on their position, corporate staff may have little reaction to the news. Those most affected (e.g., sales and marketing, customer service) will be disappointed. | Corporate staff will need to:  
  • Understand the rationale and support the decision.  
  • Complete tasks relevant to their position. | Corporate Management | Email followed by department meetings | When restaurant staff are notified |
| Local Government      | Disappointed about losing the restaurant.                                                                  | The local government will need to know the timeframe and company’s plans.                 | Restaurant Management | Phone call or meeting | Soon after the restaurant management team is notified |

Note: This template is only an example and should be tailored for each situation.
<table>
<thead>
<tr>
<th>Audience</th>
<th>Audience Background and Potential Reactions</th>
<th>Communication Objectives</th>
<th>Responsibility</th>
<th>Communication Channel</th>
<th>Timing or Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIP Customers</td>
<td>Regular and corporate customers will be disappointed to lose the restaurant.</td>
<td>Ideally, VIP customers will:</td>
<td>Restaurant Management</td>
<td>Email or in-person at the restaurant</td>
<td>After restaurant staff are notified</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Understand the rationale for the decision.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Continue booking reservations until the closing.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Frequent another property within the restaurant group.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Media</td>
<td>Interested in a good story</td>
<td>Ideally, the media will:</td>
<td>Corporate PR</td>
<td>Press release sent via email or phone call</td>
<td>Immediately after restaurant staff are notified</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Write favorably about the rationale and represent the company well.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Emphasize other restaurants within the group.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Restaurants</td>
<td>Other restaurant managers within the group may be concerned about their property.</td>
<td>Other restaurant managers will need to:</td>
<td>Corporate PR</td>
<td>Email or phone call</td>
<td>After the media are notified</td>
</tr>
<tr>
<td>Within the Group</td>
<td></td>
<td>• Explain the decision to the staff.</td>
<td>Corporate Management and Restaurant Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Reassure staff about the viability of their restaurant.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Identify potential job openings to absorb employees.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Third Parties</td>
<td>Depending on the company size and relationship, these groups will be indifferent or unhappy about losing a client.</td>
<td>Third parties, particularly suppliers, will need to:</td>
<td>Restaurant Management</td>
<td>Email or phone call</td>
<td>After the news is communicated to the media</td>
</tr>
<tr>
<td>(OpenTable), Suppliers and Others</td>
<td></td>
<td>• Know the timing and what services will be ceased.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Customers</td>
<td>Disappointed about losing the restaurant and possibly worried about the neighborhood.</td>
<td>Other customers and the public will need to:</td>
<td>Corporate PR and the Media</td>
<td>Company’s website and social media sites.</td>
<td>After the media are notified</td>
</tr>
<tr>
<td>and the Public</td>
<td></td>
<td>• Understand the reason for the decision.</td>
<td></td>
<td>Local media sources</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Have confidence in the rest of the restaurant group.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Frequent another restaurant within the group.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Local Restaurants</td>
<td>Although these restaurants were competitors, they may have job openings for employees. This group will likely be happy about the news.</td>
<td>Other local restaurants will need to:</td>
<td>Restaurant Management and HR</td>
<td>Email or phone call</td>
<td>After the news is communicated to the media</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Consider applicants for open positions.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: This template is only an example and should be tailored for each situation.
Advisory Board

Syed Mansoor Ahmad, Vice President, Global Business Head for Energy Management Services, Wipro EcoEnergy

Marco Benvenuti ’05, Cofounder, Chief Analytics and Product Officer, Duetto

Scott Berman ’84, Principal, Real Estate Business Advisory Services, Industry Leader, Hospitality & Leisure, PwC

Erik Browning ’96, Vice President of Business Consulting, The Rainmaker Group

Bhanu Chopra, Chief Executive Officer, RateGain

Benjamin J. “Patrick” Denihan, Chief Executive Officer, Denihan Hospitality Group

Susan Devine, Senior Vice President–Strategic Development, Preferred Hotels & Resorts

Chuck Floyd, Chief Operating Officer–North America, Hyatt

R.J. Friedlander, Founder and CEO, ReviewPro

Gregg Gilman ’85, Partner, Co-Chair, Employment Practices, Davis & Gilbert LLP

Dario Gonzalez, VP Enterprise Architecture, DerbySoft

Linda Hatfield, Vice President, Knowledge Management, IDeaS Revenue Solutions

Susan Helstab, EVP Corporate Marketing, Four Seasons Hotels and Resorts

Steve Hood, Senior Vice President of Research, STR

Gene Hopper, Strategy & Alignment, Monscierge

Sanjeev Khanna, Vice President, Tata Consultancy Services

Josh Lesnick ’87, Chief Marketing Officer, Wyndham Hotel Group

Mitrankur Majumdar, Associate Vice President, Regional Head—Services Americas, Infosys Limited

Bharet Malhotra, Senior VP, Sales, CVENT

Faith Marshall, Director, Business Development, NTT Data

David Mei, Vice President, Owner and Franchise Services, InterContinental Hotels Group

David Meltzer MMH ’96, Chief Commercial Officer, Sabre Hospitality Solutions

Mary Murphy-Hoey, Senior Principal Engineer (Intel’s Intelligent Systems Group), Solution Architect (Retail Solutions Division), Intel Corporation

Cornell Hospitality Report
Vol. 16, No. 3 (February 2016)

© 2016 Cornell University. This report may not be reproduced or distributed without the express permission of the publisher.

Cornell Hospitality Report is produced for the benefit of the hospitality industry by The Center for Hospitality Research at Cornell University.

Michael C. Sturman, Director

Carol Zhe, Program Manager

Glenn Withiam, Executive Editor

Alfonso Gonzalez, Executive Director of Marketing and Communications

Center for Hospitality Research
Cornell University
School of Hotel Administration
Statler Hall
Ithaca, NY 14853

607-255-9780
chr.cornell.edu

Brian Payea, Head of Industry Relations, TripAdvisor

Nabil M Ramadhan, Group Chief Human Capital Officer, Human Resources, Jumeirah Group

Umar Riaz, Managing Director—Hospitality, North American Lead, Accenture

Carolyn D. Richmond ’91, Partner, Hospitality Practice, Fox Rothschild LLP

David Roberts ’87, MS ’88, Senior Vice President, Consumer Insight and Revenue Strategy, Marriott International, Inc.

Rakesh Sarna, Managing Director and CEO, Indian Hotels Company Ltd.

Berry van Weelden, MMH ’08, Director, Reporting and Analysis, priceline.com’s hotel group

Adam Weissenberg ’85, Vice Chairman, US Travel, Hospitality, and Leisure Leader, Deloitte & Touche USA LLP

Rick Werber ’82, Senior Vice President, Engineering and Sustainability, Development, Design, and Construction, Host Hotels & Resorts, Inc.

Dexter E. Wood, Senior Vice President, Global Head—Business and Investment Analysis, Hilton Worldwide

Jon Wright, President and Chief Executive Officer, Access Point