



## Core Business Process:

### Internal Communication (Meetings, Emails, Memos)

**Objective:** To ensure clear, consistent, and effective communication within the organization, fostering collaboration, transparency, and alignment with company objectives.

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#### Step 1: Define Communication Goals

1. **Establish Purpose:**
    - Identify the goal of the communication (e.g., informing, decision-making, or gathering feedback).
  2. **Target Audience:**
    - Determine the audience for each communication type (e.g., department-specific, company-wide).
  3. **Choose Appropriate Medium:**
    - Select the best communication channel based on urgency, complexity, and audience preferences (e.g., meetings for collaborative discussions, emails for detailed updates, memos for formal announcements).
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#### Step 2: Meetings

1. **Plan the Meeting:**
    - Define objectives and expected outcomes.
    - Create an agenda and share it with participants in advance.
    - Select an appropriate time and platform (in-person, virtual, or hybrid).
  2. **Conduct the Meeting:**
    - Start with a brief overview of the agenda.
    - Facilitate discussions, ensuring everyone's participation.
    - Assign action items with clear deadlines and responsible parties.
  3. **Post-Meeting Follow-Up:**
    - Send meeting minutes summarizing key points, decisions, and action items.
    - Ensure follow-through on assigned tasks.
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### Step 3: Emails

1. **Craft Clear Subject Lines:**
    - Use concise subject lines that summarize the purpose of the email.
  2. **Structure the Email:**
    - **Opening:** State the purpose of the email.
    - **Body:** Provide necessary details in a logical order.
    - **Closing:** Include any required actions, deadlines, or follow-ups.
  3. **Use Professional Tone:**
    - Maintain a tone that aligns with company culture and audience expectations.
  4. **Proofread and Review:**
    - Check for grammatical errors, clarity, and completeness before sending.
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### Step 4: Memos

1. **Determine Relevance:**
    - Use memos for formal, company-wide announcements or policy changes.
  2. **Follow a Standard Format:**
    - **Header:** Include the memo's subject, date, and recipients.
    - **Introduction:** Briefly explain the purpose of the memo.
    - **Body:** Provide details, background information, and implications.
    - **Conclusion:** Summarize the message and state any next steps or required actions.
  3. **Distribute Effectively:**
    - Share memos via email, intranet, or printed copies, depending on the audience and importance.
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### Step 5: Feedback and Engagement

1. **Encourage Feedback:**
  - Create opportunities for employees to ask questions or share concerns related to communications.
2. **Foster Two-Way Communication:**
  - Use tools like surveys, suggestion boxes, or team meetings to gather input.
3. **Act on Feedback:**
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- Address common concerns and incorporate feedback into future communications.
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## **Step 6: Monitoring and Continuous Improvement**

- 1. Track Effectiveness:**
    - Monitor engagement metrics (e.g., email open rates, meeting participation).
  - 2. Evaluate Communication Processes:**
    - Periodically review communication tools, strategies, and channels.
  - 3. Train Employees:**
    - Provide training on communication best practices for employees and managers.
  - 4. Refine Strategies:**
    - Adjust communication practices based on lessons learned and feedback.
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**Conclusion:** A structured internal communication process ensures that employees are informed, engaged, and aligned with organizational goals. By fostering transparency and collaboration, the organization can enhance productivity and morale.