

Pre-Drafted Communication Guidelines



Use Organizational Letterhead

INTERNAL COMMUNICATION

Contact Information:

Position

Phone Number(s)

Email

**Title of communication should be
descriptive, informative**

Lead should explain the essential information surrounding the situation
(Who? What? Where? Why? When?)

Your employees are looking for a voice of authority; the tone should be
formal and the information should be verified.

Try to include information or a quotation from a relevant source or authority.

Keep things brief; you do not want to confuse people with
needless information.

Example of Coronavirus Internal Communication

Reply

Reply All

Forward

Move

Tags

Filter Email

Find a Contact

Address Book

Send & Receive

Get Add-ins

Send to OneNote

Customer Manager

Insights

Focused

Other

By: Conversations

Today

ContactMonkey

Coronavirus Update

Our business owner has implemented a work...

11:54 AM

Coronavirus Update

Steve <ceo@contactmonkey.com>

To: Jane Smith

Today at 11:54 AM

Mrs. Jane Smith
Public Relations Representative
###-###-####
jsmith@yourbusiness.com

New guidelines for coronavirus response

Our business owner has implemented a work from home strategy in response to the situation with COVID-19; these changes will affect all employees immediately.

As of now, your business is implementing a work from home program to help combat the spread of coronavirus. We are concerned about the safety of our employees and the public, and our operations will continue with this in mind.

All employees will be issued video conferencing software which can be accessed via home computer. Any issues regarding installation of the software should be sent to your crisis communication tech representative.

"The current situation with coronavirus is everyone's priority, and your business will be doing all that we can to protect the public and our employees. Our business will still operate, and we are confident we will emerge more resilient than before"

- Steve Jones, CEO

For more information check out: www.yourbusiness.com/crisis-instructions

contact monkey