EFFECTIVE ORGANIZATIONAL MESSAGES

OBJECTIVES
- are measurable
- contain facts
- describe the desired result

CHANNELS are
- Oral
  - face to face
  - telephone
  - private meeting
  - group meeting
- Written
  - official policy statement
  - memo
  - letter
  - bulletin board

MESSAGE STRUCTURE should
- be specific
- be in logical order
- be complete
- include time frames (if applicable)
- ask for feedback

FEEDBACK should be
- timely
- specific (not yes or no but descriptive of the task or problem)
- appropriate to the message

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