Stakeholder Communication Plan

Project Name

Project Manager	Project Start Date	Project End Date

1. Purpose of the Communication Plan

2. Stakeholder Identification and Analysis

Identify key stakeholders, define their roles in the project, and outline the information they need to keep things moving smoothly. Determine how they will communicate, how often, and their overall importance to the project's success. Clearly understanding each stakeholder's responsibilities ensures time and resources are allocated efficiently.

Stakeholder	Stakeholder Role	Information Needed	Communication Method	Communication Frequency	Their Stake
	What's their job on the team?	What information do they need to do that job?	How will everyone else be in touch with them?	How often will everyone else be in touch with them?	What happens to the project if they can't do their job?
Sponsor					
Project Manager					
Project Team					
IT Team					
Customer Service					
Vendors					

3. Communication Modes / Schedule

Outline when each stakeholder group will touch base and about what.

Communication	Channel	Frequency	Owner	Stakeholder
Status Report				
Standup Meetings				
Risk Assessment				
Vendor Update				
Issue Resolution				

4. Communication Log

Use this section to log all communication that happens throughout the project.

Date	Communication	Channel	Owner	Stakeholder	Notes

5. Key Messages

Outline the major messaging that needs to go out to the team(s) at various stages of the project.
This includes but isn't necessarily limited to:

- Introduction and initiation
- Regular updates
- Challenges, risks, or changes in plan

- Routine reviews and appreciation of team members
- Training tips
- Final results and lessons learned

Timeline	Message

6. Escalation Process

Lay out a clearly defined escalation process in case of communication breakdowns or other issues.

Issue	Owner	Stakeholder to whom the owner should escalate the issue	Timeframe for resolution

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