

Miner Institute Communication Strategic Plan
Communication with Each Other – Interpersonal Communication

Objective	Action Planning Steps	Responsible Agents	Time Frame
All employees will communicate in a professional/business like way with each other and with the public.	If there is an issue or conflict with another person, we will go directly to that person and work to resolve the issue.	All Staff	Immediately
	If we are unable to resolve an issue or conflict after we work together, we will immediately go to our supervisors to assist in resolving the conflict.		Immediately
	We respect the privacy of co-workers and will not spread rumors or make assumptions about the personal or professional lives of others.		Immediately
The first day for each new employee one-year intern, post-docs, and graduate students at Miner Institute will include a formal orientation of each department, its mission, facilities, and personnel.	Every department head will introduce each new employee to his/her department as part of an orientation process.	Department Heads	Within 1 week of hire date
	Every new employee will be welcomed and encouraged to share ideas, to participate and be an active part of the organization.	Department Heads	In person immediately and at staff meetings
Every employee will be aware of Miner’s hunting policy.	Before any permits will be issued, a mandatory hunter’s meeting will be attended at the beginning of each season to review all rules and regulations to ensure respect and safety. *The meeting will be open to all employees.	Human Resources Officer	Prior to hunting season each year.
All employees will be mindful, respectful and understanding of each person and his/her communication style.	Each person will actively listen to what others have to say and will respect and value other’s opinions. This does not mean you have to agree, but always be respectful.	All staff	Immediately
	The organization will conduct ongoing training to improve interpersonal communication and teamwork.	Management Team	Assessed quarterly by Management Team
	Every employee will work as a team at Miner and will represent the organization in a professional and positive way.	All staff	Immediately

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Communication within Departments

Objective	Action Planning Steps	Responsible Agents	Time Frame
All employees will be notified of visiting groups and activities at Miner.	Department Heads will over-communicate with their staff, information about events and visiting groups through emails, department meetings, and event announcement posted weekly on each department communication board.	Department Heads	Immediately
Open invitations to events will be communicated to all staff and students to maximize participation.	Events will be posted in each department on communication boards and weekly emails will include department events.	Administrative Assistant emails staff & department heads will post	Immediately
Supervisors and staff will share information regarding daily activities, problems, and successes with each other.	Each department will increase communication and information sharing through meetings, one-on-one, and brief check-ins on goals for the day or week.	Department Heads	Immediately
	Department Heads will check in with each staff member at least weekly at the employee's worksite to communicate questions and answers, and share concerns and information with each other.	Department Heads	Weekly during employee's scheduled shift.
	Department Heads and/or supervisors will understand and communicate duties and expectations for each job and will be able to assist staff if needed.	Department Heads and supervisors	Daily
	Department Head members will communicate within their department all meetings where staff attendance is either encouraged, or mandatory.	Department Heads	As needed
Staff will work together as a team to ensure successful outcome of the department duties and goals.	Staff will share information and knowledge of issues that will impact a co-worker's daily tasks.	All Staff	Immediately and daily or as needed
Effective resolution and follow-up of employee concerns	Communication loop will be closed although details may be confidential as appropriate.	Department Head will let employee know that follow-up has occurred.	Immediately

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Communication Between Departments

Objective	Action Planning Steps	Responsible Agents	Time Frame
Each research study will identify: an overall timeframe; each department's duties and responsibilities; facilities needed; anticipated schedule of activities; lead personnel; rationale and priority; and final outcomes.	Conduct pre-study meetings to review the study objectives, and identify responsibilities, discuss questions and concerns and understand the impact on all departments involved.	Research Department Head	At least 2 weeks before study begins
	Each study outline will be posted on each involved department communication board.	Research Department Head	2 weeks prior to start of a study
	Outcomes of each study will be communicated through posting the "Summary" on each involved department communication board, emailing it to each Department Head, posting it on the Employee section of the Miner website and including it in <i>Miner Matters</i> , as appropriate. *Complying with confidentiality requirements as necessary.	Research Department Head to circulate	As soon as possible after study completion.
All employees understand each Department's role and their contribution toward the success of the organization.	Announcements of completed projects are communicated with all departments. Informal tours of facilities are scheduled for employees as significant changes to Miner Institute are completed.	Maintenance Department Head informs other department heads as projects are completed.	As soon as possible after project completion.
Each educational program will identify: sponsor, time frame, each department's duties and responsibilities; facilities needed; anticipated schedule of activities; lead personnel; purpose and who internally may attend.	Conduct pre-program meetings to review objectives, and identify responsibilities and concerns and understand the impact on all departments involved.	Outreach Coordinator	As soon as the event is planned.
	Review facilities request form and solicit feedback from users and revise to improve usefulness of the form.	Human Resources Office to review and solicit input from staff.	Immediately. Revised form will be circulated as soon as event is planned.

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Communication with Management Team – Communication in Meetings

Objective	Action Planning Steps	Responsible Agents	Time Frame
<p>The Management Team will share topics being discussed, policy outcomes, and potential impact on departments to support more open communication between staff and management.</p>	<p>Each <i>Miner Matters</i> will include an area for Management Team updates and topics of discussion.</p>	<p>Management Team & Administrative Assistant</p>	<p>Quarterly</p>
	<p>Quarterly meetings will be held with all staff with the agenda to include an update of successes and concerns in each department and discussion items brought forward from staff. The meetings will be no longer than 1.5 hours and the agenda will be available a week ahead of the meeting. Input will be solicited from staff ahead of time.</p>	<p>Management Team will have Administrative Assistant email all staff.</p>	<p>Email 2 weeks prior to meeting.</p>
	<p>Outcomes from Quarterly Staff meetings will be included in <i>Miner Matters</i> and posted on the employee section of the website.</p>	<p>Administrative Assistant</p>	<p>Quarterly</p>
<p>The Management Team clearly communicates its goals and mission to the organization.</p>	<p>The mission and purpose of the Management Team will be included in the employee manual which will be posted on the employee section of the Miner website.</p>	<p>Management Team working with Human Resources</p>	<p>Immediately</p>
<p>All staff are encouraged to share issues, concerns, and topics with Supervisors and Department Heads.</p>	<p>Department Heads will bring to the Management Team topics brought to them by staff and will report back to each person the outcomes of the Management Team discussion.</p>	<p>Individual Department Heads communicating within Management Team.</p>	<p>Immediately</p>
	<p>Equal consideration will be given to input provided to Department Head and/or Supervisor from staff regardless of age or years of service</p>	<p>Department Heads and supervisors will listen to all staff.</p>	<p>Immediately</p>

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Communication with Community/Partner Organizations

Objective	Action Planning Steps	Responsible Agents	Time Frame
The mission and purpose of Miner Institute is communicated throughout the local and regional communities.	Create a Community Outreach Committee that solicits ideas from staff and Board of Trustees and formulates a plan for the Management Team to consider and finalize. The committee will oversee and coordinate staff to implement the plan.	Rachel, chair Wanda, Amy Ad hoc committees as needed	Immediately
The Board of Trustees is actively engaged in defining the mission and furthering the purpose of Miner Institute.	Twice yearly meetings of Trustees, annual meeting of Members, and other meetings as needed with sub-committees of Trustees (and others as appropriate) focused on specific topics.	Chair of Board of Trustees, Institute President and Vice President	Immediately