

STAKEHOLDER COMMUNICATION TOOLKIT

Framework for Clarity, Transparency, and Trust



1. WHEN TO NOTIFY



Routine Updates: Milestones reached or Phase completions

Risk Alerts: Identified risks that may shift a deadline or budget

Urgent Escalations: Major scope changes or critical failures requiring immediate decision-making

Note: Do not notify for minor internal issues

3. UPDATE STRUCTURE



Status: Where are we right now?

Risks/Issues: What is threatening the timeline?

Decisions: What was decided since the last update?

Next Steps: What immediate actions are being taken?

Asks: What do you need? (ex: approval, feedback)

2. WHAT CHANNEL TO USE



Email: Routine updates, sharing data, documenting decisions

Meeting: Complex discussion and decision making, escalations

Chat/IM: Quick clarifications, brief “FYI” pings

Report: Executive summaries, project health

4. TONE AND DETAIL



For Executives: Focus on the ‘Bottom Line’. Provide the “Ask” upfront and remove technical jargon.

For Peers/Managers: Provide more operational context, but still differentiate between “essential” and “nice--to-know” details.