Communication Management Plan Feedback Channels Amendment Template

The Communication Management Plan Feedback Channel Amendment serves as an addition to the CA-PMF Communication Management Plan. The amendment assists the OCM Practitioner in identifying communication feedback channels, through which employees, leaders, and Stakeholders may provide opinions, ask question, and identify concerns related to the project.

Instructions and descriptions are provided to help the reader understand each section’s purpose and how to complete it.

Template style conventions are as follows:

| Style | Convention |
| --- | --- |
| Normal text | Indicates placeholder text that can be used for any project. |
| [Instructional text in brackets] | Indicates text that is be replaced/edited/deleted by the user] |
| *Example text in italics* | *Indicates text that might be replaced/edited/deleted by the user* |

As you complete the template, please remember to delete all instructional text (including this section) and update the following items, as applicable:

* title page
* version history
* table of contents
* headers
* footers

Update the document to a minor version (e.g., 1.1, 1.2) when minimal changes are made and a major version (e.g., 2.0, 3.0) when significant changes are made.

Communication Management Plan Feedback Channels Amendment

# Feedback Channels Introduction

[This amendment should be completed in conjunction with the Communication Management Plan and should address the process for feedback collection, analysis, and reporting. The OCM Practitioner should attach this as *Section 5* at the end of the Communication Management Plan.

In the sections following, complete the tables to identify feedback processes and channels.]

## Feedback Processes

[In the table below, enter each feedback process, process owner name and role, and accompanying responsibilities.]

| Feedback Process | Task Owner Name / Role | Responsibilities |
| --- | --- | --- |
| Feedback collection | Joe Smith / Communication Lead | * *Gather feedback from all sources daily*
* *Collaborate with the OCM Practitioner to determine if immediate response is needed*
* *Send all feedback to owner of feedback analysis process daily*
 |
| Feedback analysis | [Enter the task owner name and role] | [Enter the task owner’s responsibilities related to the feedback process] |
| Feedback reporting | [Enter the task owner name and role] | [Enter the task owner’s responsibilities related to the feedback process] |
| Feedback response | [Enter the task owner name and role] | [Enter the task owner’s responsibilities related to the feedback process] |

## Feedback Channels

[In the table below, enter the identified feedback channels, channel owner, and accompanying responsibilities.]

| Feedback Channel | Channel Owner Name / Role | Responsibilities |
| --- | --- | --- |
| Feedback email account | Joe Smith / Communication Lead | * *Check email on a daily basis*
* *Send response emails to all feedback senders*
 |
| [Enter the feedback channel] | [Enter the task owner name and role] | [Enter the task owner’s responsibilities related to the feedback channel] |
| [Enter the feedback channel] | [Enter the task owner name and role] | [Enter the task owner’s responsibilities related to the feedback channel] |