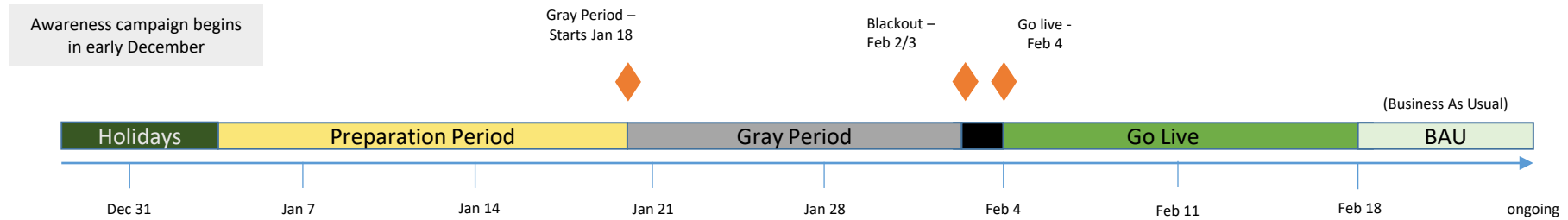


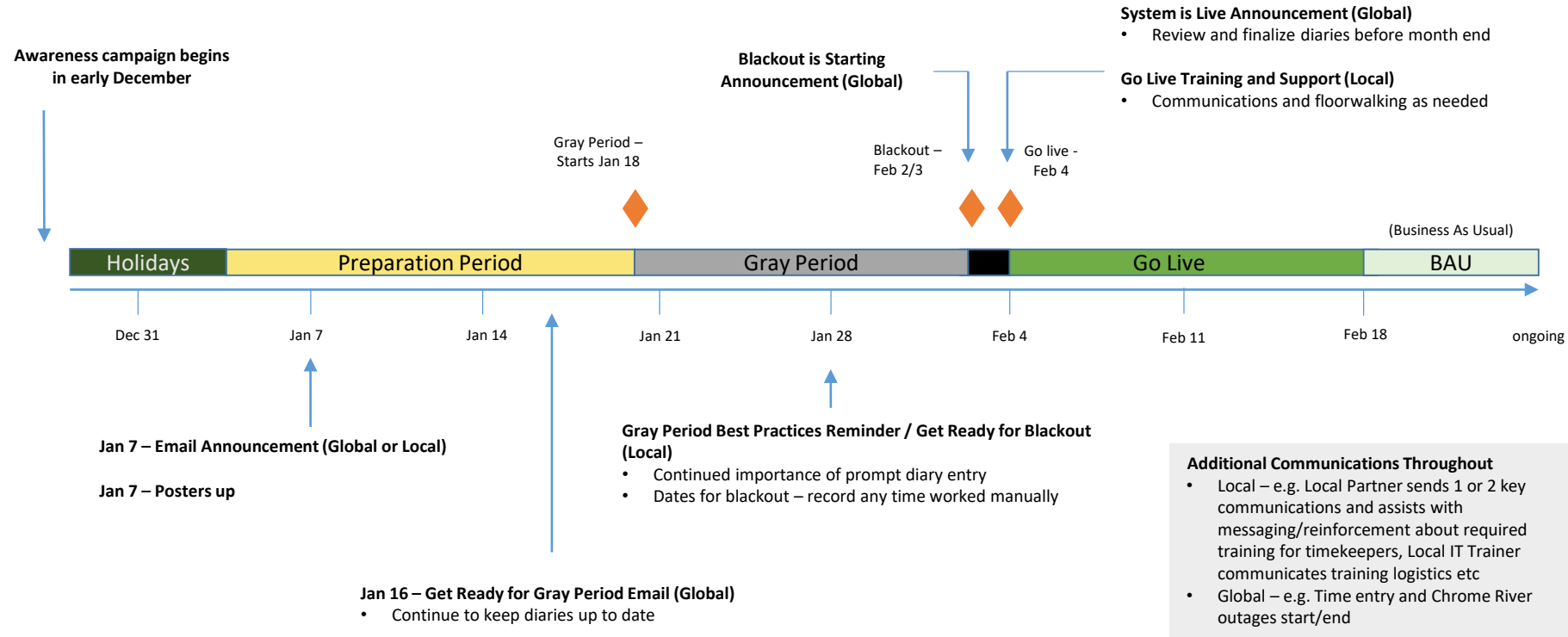
Communications and Training

Sample materials for planning front-office communications and training

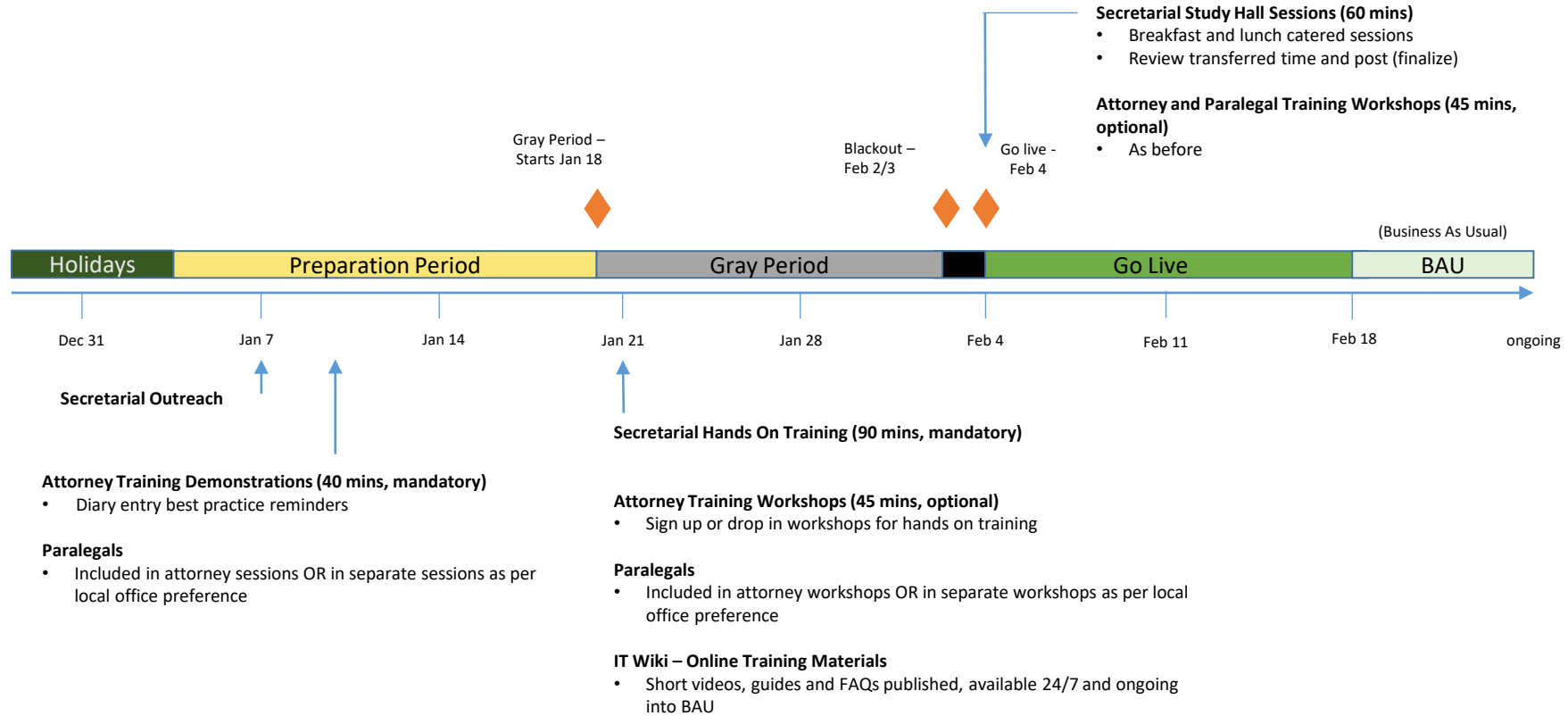
Change Management: Main phases



Communications – High Level



Training – High Level



Communications Matrix

	B	C	D	E	F	G	H	I	J	K	L	M
1	Item #	In Comms Book	Publication Date	End Date	Communication Channel	Milestone	Main Message	To	Who From	Global or Local	Published?	Notes
2	1	Yes	Wed Dec-05	Fri Dec-21	Intranet Firm Announcements	Yes	New Diary Entry System is coming - December Teaser Campaign (new message each week)	Visible to all	Intranet Content	Global	Yes	
3	2	Yes	Mon Jan-07		Email	Yes	New Diary Entry System Global Announcement	Timekeepers and Secretaries/Assistants	Announcements Email	Global		
4	3	Yes	Mon Jan-07		Intranet Firm Announcements	Yes	New Diary Entry System Global Announcement	Visible to all	Intranet Content	Global		
5	4	Yes	Mon Jan-07	Mon Jan-21	Poster	Yes	New Diary Entry System coming soon!	Visible to all	n/a	Global		
6	5	Yes	Mon Jan-07	Wed Jan-16	Intranet News	Yes	Chrome River will be unavailable between Jan 12 - Jan 16	Global - all users	Intranet Content	Global		
7	5.5	no	Mon Jan-07		Email		Americas - get your bills out communication	partnership and finance managers, Oms?	Billing Managers	Americas		
8	6	No	Mon Jan-07		Email		New Diary Entry System Global Announcement - fwd to Global Finance Committee Partners with request for partners to fwd to local timekeepers and stress that training is mandatory	Global Finance Committee Partners	Chair	Request		
9	7	No - local Partner to write in own style	Wed Jan-09		Email		Fwd of Jan 7 global announcement plus local messages that lawyers (and paralegals) must come to training	Local timekeepers	Local Partner	Local		
10	8	No - local IT Trainer to write	Mon Jan-07		Email		Mandatory Timekeeper Training Sign up	Timekeepers	Local IT Trainer	Local		
		Yes	Wed Jan-07		Intranet News	Yes	Chrome River will be unavailable between Jan 12 - Jan 16	Global - all users	Intranet Content	Global		