



## HCM 491 Milestone Five Guidelines and Rubric

Submit your draft of Communication and Management Plan (Section VI). In this section, identify strategies and practices to ensure stakeholder involvement and support for the project. Discuss models, theories, and/or methods to support the change management process, and specify details that address the post-implementation communication process.

Steps for Development (Try to do at least one of these steps each day throughout the week to help you complete this milestone):

- **Progress Communication:** Discuss the strategies and practices that will be used to communicate progress with management, the board of directors, and other stakeholders within the organization.
- **Change Management Plan:** Discuss the strategies that will be used to guide relevant parties through the changes that the initiative will require. This will need to include strategies for dealing with impacted employees, patients, clients, and even departments and outside stakeholders, depending on the type of initiative within your organization.
- **Post-Implementation Communication:** How will results and ongoing communications be provided? Who will be the audiences for these various communications, and how will you ensure that each audience receives the correct information in an appropriate manner and time?

**Specifically the following critical elements must be addressed:**

- VI. **Communication and Management Plan:** This plan for communicating with the various groups and stakeholders should include the following:
- A. **Progress Communication:** Discussion on the strategies and practices that will be used to communicate progress with management, the board of directors, and other stakeholders within the organization.
  - B. **Change Management Plan:** Discussion on strategies that will be used to guide relevant parties through the changes that the initiative will require. This will need to include strategies on dealing with impacted employees, patients, clients, and even departments and outside stakeholders, depending on the type of initiative within your organization.
  - C. **Post-Implementation Communication:** How will results and ongoing communications be provided? Who will be the audiences for these various communications, and how will you ensure that each audience receives the correct information in an appropriate manner and time?

**Rubric**

**Guidelines for Submission:** Three to four PowerPoint slides and any citations in APA format.

<b>Critical Elements</b>	<b>Proficient (100%)</b>	<b>Not Proficient (0%)</b>	<b>Value</b>
<b>Progress Communication</b>	Discusses the strategies and practices that will be used to communicate progress with management, the board of directors, and other stakeholders within the organization	Does not discuss the strategies and practices that will be used to communicate progress with management, the board of directors, and other stakeholders within the organization	23
<b>Change Management Plan</b>	Discusses the strategies that will be used to guide relevant parties through the changes the initiative will require	Does not discuss the strategies that will be used to guide relevant parties through the changes the initiative will require	23
<b>Post-Implementation Communication</b>	Explains how results and ongoing communications are provided	Does not explain how results and ongoing communications are provided	23
<b>Audience</b>	Explains who will be the audiences of these various communications and how each audience receives the correct information in an appropriate manner and time	Does not explain who will be the audiences of these various communications and how each audience receives the correct information in an appropriate manner and time	23
<b>Articulation of Response</b>	Submission is mostly free of errors of organization and grammar; errors are marginal and rarely interrupt the flow	Submission contains errors of organization and grammar making the submission difficult to understand	8
<b>Earned Total</b>			<b>100%</b>