

CAO Discussion with Managers and Supervisors

Communication plan purpose

Chief Administrative Officer Fred Miller to hold discussion with OMF supervisors and managers about leadership and customer service.

Key messages

- Discussion on OMF's new customer service framework.
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Additional talking points

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Audience

- OMF managers and supervisors
- Other OMF staff identified by leadership

Roles (person/team and what they are responsible for)

Fred Miller	Presenter and discussion lead
Kelly Ball	Communications plan lead – oversight and execution of project
Ethan Cirmo	Communications plan and materials development, logistic support

Key Dates

- Jun. 20 – Comms. Plan reviewed by Kelly Ball
- Jun. 25 – Approve training request form, submit to CityLearner
- Jun. 30 – Save the date email announcement, series ad
- Jul. 7 – First session email reminder
- Jul. 11 – First session
- Jul. 14 – Second session email reminder
- Jul. 15 – Second session
- Jul. 21 – Third session email reminder
- Jul. 22 – Third session

Materials and Due Dates (include draft and review dates)

Deliverable	Due Date	Responsible Party
Training request form, CityLearner		
Approve and submit	Wed, Jun. 25	Ethan/Kelly
Save the date email announcement, series ad		
Draft	Thursday, Jun. 26	Ethan
Approved	Friday, Jun. 27	Kelly
Send	Monday, Jun. 30	Kelly

First session email reminder		
Draft	Wednesday, Jul. 2	Ethan
Approved	Thursday, Jul. 3	Kelly
Send	Wed, Jul. 9	Kelly
Second session email reminder		
Draft	Thursday, Jul. 10	Ethan
Approved	Friday, Jul. 11	Kelly
Send	Monday, Jul. 14	Kelly
Third session email reminder		
Draft	Thursday, Jul. 17	Ethan
Approve	Friday, Jul. 18	Kelly
Send	Monday, Jul. 21	Kelly

Organizations to contact	Due Date	Responsible Party
Bureaus		
OMF		Kelly