

comms planning guide.

"the who, the how, the when and the why of planning an effective & efficient communication campaign"

why do we need a plan?

1. CONTEXT

set the scene. include references & links to relevant corporate/business plan priorities. detail the issue driving the need for dedicated communications activity.

include headline
evidence/data/stats
which demonstrate
need or issue.



• ACT ON FACTS •

no research or evidence step?
no.

because robust data & solid
insight should underpin every step
of the comms planning process.
all sections should reference
supporting evidence.
formal, informal,
quantitative & qualitative.

comms planning guide.

"the who, the how, the when and the why of planning an effective & efficient communication campaign"

why do we need a plan?

2. AIM

outline the desired overall goal - the results the planned activity needs to deliver.



• ACT ON FACTS •

no research or evidence step?
no.

because robust data & solid insight should underpin every step of the comms planning process.
all sections should reference supporting evidence.
formal, informal,
quantitative & qualitative.

comms planning guide.

"the who, the how, the when and the why of planning an effective & efficient communication campaign"

why do we need a plan?

3. OBJECTIVES

create a set of SMART comms objectives - they should clearly set out outcomes & impacts [not the comms inputs]

what internal data supports or informs the objectives? market trends? national / sector reports? good practice examples? published data?

imparting knowledge?
building an image? shaping attitudes? stimulating a want or desire, encouraging an action?



• ACT ON FACTS •

no research or evidence step?
no.

because robust data & solid insight should underpin every step of the comms planning process. all sections should reference supporting evidence. formal, informal, quantitative & qualitative.

comms planning guide.

"the who, the how, the when and the why of planning an effective & efficient communication campaign"

how?

4. STRATEGY

scope out the campaign in a single common sense statement.

KISS [keep it short and simple]. this should function as a useful shorthand tool for explaining the campaign to others.

revisit and
finalise
this section
once the rest of
the plan is
completed



• ACT ON FACTS •

no research or evidence step?
no.

because robust data & solid
insight should underpin every step
of the comms planning process.
all sections should reference
supporting evidence.
formal, informal,
quantitative & qualitative.

comms planning guide.

"the who, the how, the when and the why of planning an effective & efficient communication campaign"

who?

5. AUDIENCES

who are you trying to reach and what do you want them to do? think of both your primary target audiences and the people who influence them [secondary audiences]



create audience groups based on similar characteristics e.g. geography, demography, likely interest, sector etc



prioritise groups - acknowledging available time/resources.



• ACT ON FACTS •

no research or evidence step? no.

because robust data & solid insight should underpin every step of the comms planning process. all sections should reference supporting evidence. formal, informal, quantitative & qualitative.

comms planning guide.

"the who, the how, the when and the why of planning an effective & efficient communication campaign"

what?

6. MESSAGES/CONTENT

be clear — jargon-free, no technical language, be relevant;
be concise — can you deliver these messages in just a few seconds?

be consistent — messages must be repeated if they are to sink in.

create an engaging content plan, tell stories and create material that is memorable & shareworthy.

remember your calls to action. what do you want people to do?



• ACT ON FACTS •

no research or evidence step?
no.

because robust data & solid insight should underpin every step of the comms planning process.

all sections should reference supporting evidence.

formal, informal,
quantitative & qualitative.

comms planning guide.

"the who, the how, the when and the why of planning an effective & efficient communication campaign"

where?

7. CHANNELS

be specific, research your audiences, understand what they're interested in, 'where' you can find them and which platforms they're engaging with.

understand who or what their influences are.



start with audience groups and build your channel mix around it, not the other way round.



a good mix will successfully blend one to one, one to few, one to many, many to many



• ACT ON FACTS •

no research or evidence step?
no.

because robust data & solid insight should underpin every step of the comms planning process.
all sections should reference supporting evidence.
formal, informal,
quantitative & qualitative.

comms planning guide.

"the who, the how, the when and the why of planning an effective & efficient communication campaign"

when?

8. TIMELINE

set a realistic timeline split into

'preparation'
'implementation'
'review'

set milestones & factor in a little flexibility.



← breaking complex campaigns into phases will maximise resources & maintain focus on achievable impacts.



• ACT ON FACTS •

no research or evidence step?
no.

because robust data & solid insight should underpin every step of the comms planning process.
all sections should reference supporting evidence.
formal, informal,
quantitative & qualitative.

comms planning guide.

"the who, the how, the when and the why of planning an effective & efficient communication campaign"

with what?

9. RESOURCES

people/time/access to channels/budget
assign tasks, estimate all likely spend
[including a 15% contingency] be realistic
and honest about the likely returns you
can achieve with the resources you have.

don't start with a set
campaign budget &
portion out spend.
cost out your plan and
build your budget from
the bottom up.



• ACT ON FACTS •

no research or evidence step?
no.

because robust data & solid
insight should underpin every step
of the comms planning process.
all sections should reference
supporting evidence.
formal, informal,
quantitative & qualitative.

comms planning guide.

"the who, the how, the when and the why of planning an effective & efficient communication campaign"

how did we do?

10. EVALUATION

evaluate based on communications objectives. record quantitative & qualitative impacts. share results. write case studies. celebrate success [and even enter the really good ones into awards*] & learn from mistakes. demonstrating ROI is key.



prepare simple
headline reports for
upward communication/
share ROI results



gather quotes, take
photos, record video,
capture stats and
share results.



• ACT ON FACTS •

no research or evidence step?
no.

because robust data & solid
insight should underpin every step
of the comms planning process.
all sections should reference
supporting evidence.
formal, informal,
quantitative & qualitative.