

Module 5: ELUCIDATE 2035

Communication Channels

By Group 2: Tolunimi Ibikunle, Denita Price, and Samiha Sobhan

MPIT-5800-140
Georgetown University
Dr. McCue

	1
Team Statement	3
Table for ELUCIDATE 2035	4
Town Hall Meeting Agenda	14
Project debrief	15
Project updates	15
Challenges and dependencies	15
Next steps	16
Briefing Session Agenda	17
Introductions	17
Quick Check-in	17
Conversation Starters	17
Milestones and Challenges	18
Project updates	18
Event Horizon	18
Next steps	18
Q&A	18
Testing/Feedback Agenda	19
Welcome and Objectives Overview	19
Set expectations and explain session goals	19
Walkthrough of Current Product/ Feature	19
Structured Testing Activity	20
Hands-on testing with feedback forms or digital tools	20
Group Feedback Discussion	20
Ratings & Prioritization	20
Next Steps & Improvements	20
Q&A/ Closing Remarks	20
Observation Session Agenda	21
Project debrief	22
Project updates	22
Challenges and dependencies	22
Next steps	22
Action items	22
Topics for future discussion	22
Training Series Agenda	23
Project debrief	23

	2
Project updates	23
Challenges and dependencies	24
Next steps	24
Action items	24
Topics for future discussions	24
References	25

Team Statement

- Tolunimi Ibikunle:
 - Section/s Written: Testing and Feedback Session sections of the table and the Testing and Feedback agenda
 - Contributions: Attended meetings, brainstormed with group, and provided inputs to table, agendas, and website
 - Hours Spent: 2 hours
 - Overall Team-Related Concerns:

- Denita Price:
 - Section/s Written: Observation Sessions, Training Series,
 - Contributions: Initial outline and research
 - Hours Spent: 2 hours
 - Overall Team-Related Concerns: none

- Samiha Sobhan:
 - Section/s Written: Town Hall Meeting & Briefing Session sections of table, Town Hall Meeting Agenda, and Briefing Session Agenda, and website mockup
 - Contributions: Attended meetings, brainstormed with group, and provided inputs to table, agendas, and website
 - Hours Spent: 2 hours
 - Overall Team-Related Concerns: none

Module 5 Communications Channels Group Assignment:

Table for [ELUCIDATE 2035](#)

Meetings	a) Training Channels	b) Messaging Channels	c) Informational Channels	Notes: 1. Describe the content or materials you would organize at the meetings and through various channels. For the meetings, include what you feel should be an ideal agenda – you can share the actual agenda from prior experience or develop one. 2. Explain how you will use the messaging tools to keep staff updated, informed, trained, helped, etc. 3. Discuss which channels are more often used or more popular in your team's current or previous organizations.
Town Hall Meeting	–Best Practices Forum	–Email –Newsletter	–Agenda on website –Survey (during the meeting via a Kahoot! poll) –Executive Notebook –Q&A Forms –Survey (post-meeting via Survey Monkey)	1. Town Hall Meeting Agenda (for complete MS Word version) and at this link under "Agenda" for illustrative purposes) 2. (a) The Best Practices Forum will be an opportunity to showcase our quarterly achievements as an organization

Meetings	a) Training Channels	b) Messaging Channels	c) Informational Channels	Notes: 1. Describe the content or materials you would organize at the meetings and through various channels. For the meetings, include what you feel should be an ideal agenda – you can share the actual agenda from prior experience or develop one. 2. Explain how you will use the messaging tools to keep staff updated, informed, trained, helped, etc. 3. Discuss which channels are more often used or more popular in your team's current or previous organizations.
				(Communications Channels, n.d.). (b) An email will go out to all staff before the Town Hall to invite participation. A newsletter will go out to all staff following the Town Hall to encapsulate key takeaways from the session (Communications Channels, n.d.). (c) A survey will take place during the Town Hall via Kahoot! poll so that all staff can be stakeholders in the process and feel a sense of engagement in generating our key performance indicators (KPIs). An Executive Notebook will serve as a type of anthology for informing staff of our

Meetings	a) Training Channels	b) Messaging Channels	c) Informational Channels	Notes:
				1. Describe the content or materials you would organize at the meetings and through various channels. For the meetings, include what you feel should be an ideal agenda – you can share the actual agenda from prior experience or develop one. 2. Explain how you will use the messaging tools to keep staff updated, informed, trained, helped, etc. 3. Discuss which channels are more often used or more popular in your team's current or previous organizations.
				organizational accomplishments (Communications Channels, n.d.). Q&A Forms will go out to all staff towards the end of the Town Hall, and all staff will be able to participate in a post-meeting survey via SurveyMonkey after the Town Hall (Communications Channels, n.d.). 3. Currently, the Best Practices Forum and the Executive Notebook are popular for our team's organization.
Briefing Session	–Coaching Session	–Email –Text/Chat	–Agenda on website –Fact Sheets	1. Briefing Session Meeting Agenda (for complete MS Word version) and at this

Meetings	a) Training Channels	b) Messaging Channels	c) Informational Channels	Notes: 1. Describe the content or materials you would organize at the meetings and through various channels. For the meetings, include what you feel should be an ideal agenda – you can share the actual agenda from prior experience or develop one. 2. Explain how you will use the messaging tools to keep staff updated, informed, trained, helped, etc. 3. Discuss which channels are more often used or more popular in your team's current or previous organizations.
	–“Lunch and Learn”	(WhatsApp)	–Reference Guide	link under "Agenda" for illustrative purposes) 2. (a) The Coaching Session will be a good opportunity for all staff to build mastery over the skill sets when using certain technology. Similarly, the “Lunch and Learn” will be a great way for staff to continue learning new skills (Communications Channels, n.d.). (b) Email and text/chat (WhatsApp) will be a good informal way for staff to have discussions on what they learned. (c) The Fact Sheets and Reference Guides

Meetings	a) Training Channels	b) Messaging Channels	c) Informational Channels	Notes: 1. Describe the content or materials you would organize at the meetings and through various channels. For the meetings, include what you feel should be an ideal agenda – you can share the actual agenda from prior experience or develop one. 2. Explain how you will use the messaging tools to keep staff updated, informed, trained, helped, etc. 3. Discuss which channels are more often used or more popular in your team's current or previous organizations.
				provide staff with the opportunity to glean information in a quick and digestible format (Communications Channels, n.d.). 3. The Coaching Session, the Lunch and Learn,” and the Fact Sheets are currently the most popular team picks for our organization.
Testing Session	–Coaching Session –Pitch –Training Series	–Email –Newsletter	–Agenda on website –Reference Guide –MS SharePoint site –Training Video	1. Testing/Feedback Session Agenda (for complete MS Word version) and at this link under "Agenda" for illustrative purposes)

Meetings	a) Training Channels	b) Messaging Channels	c) Informational Channels	Notes: 1. Describe the content or materials you would organize at the meetings and through various channels. For the meetings, include what you feel should be an ideal agenda – you can share the actual agenda from prior experience or develop one. 2. Explain how you will use the messaging tools to keep staff updated, informed, trained, helped, etc. 3. Discuss which channels are more often used or more popular in your team's current or previous organizations.
			(YouTube) –Website –Q&A Forms	2. Messaging tools like email and newsletters will be used to share pre-session instructions and post-session summaries (Communications Channels, n.d.). Additionally, WhatsApp can be used informally during or after the session to allow staff to ask follow-up questions or clarify points. This helps ensure everyone stays informed and engaged, even if they need more time to process the material (Communications Channels, n.d.).

Meetings	a) Training Channels	b) Messaging Channels	c) Informational Channels	Notes: 1. Describe the content or materials you would organize at the meetings and through various channels. For the meetings, include what you feel should be an ideal agenda – you can share the actual agenda from prior experience or develop one. 2. Explain how you will use the messaging tools to keep staff updated, informed, trained, helped, etc. 3. Discuss which channels are more often used or more popular in your team's current or previous organizations.
				3. Within our organization, coaching sessions and fact sheets have been the most effective formats for team management learning. During Testing sessions, tools like Q&A forms and reference guides also stand out (Communications Channels, n.d.). They help streamline the process by organizing input clearly and providing structured support, especially for remote or asynchronous teams.
Observation Session	–Pitch	–Email	–Agenda on website	1. Observation Session Agenda (for

Meetings	a) Training Channels	b) Messaging Channels	c) Informational Channels	Notes: 1. Describe the content or materials you would organize at the meetings and through various channels. For the meetings, include what you feel should be an ideal agenda – you can share the actual agenda from prior experience or develop one. 2. Explain how you will use the messaging tools to keep staff updated, informed, trained, helped, etc. 3. Discuss which channels are more often used or more popular in your team's current or previous organizations.
	–Training Series	–Newsletter –Text/Chat (WhatsApp)	–Training Video (YouTube) –Website –Q&A Forms	complete MS Word version) and at this link under "Agenda" for illustrative purposes) 2. By aligning tool choices between email, newsletter, and chat, with audience preferences and communication goals, we support a smoother MS SharePoint rollout and foster an informed, empowered workforce. 3. While not widely used across all departments, observation sessions are especially popular with UX teams,

Meetings	a) Training Channels	b) Messaging Channels	c) Informational Channels	Notes: 1. Describe the content or materials you would organize at the meetings and through various channels. For the meetings, include what you feel should be an ideal agenda – you can share the actual agenda from prior experience or develop one. 2. Explain how you will use the messaging tools to keep staff updated, informed, trained, helped, etc. 3. Discuss which channels are more often used or more popular in your team's current or previous organizations.
				change managers, and IT support. They may provide actionable insights that cannot be gained through surveys or formal training alone.
Training Series	-Best Practices Forum -Lunch and Learn -Coaching session	-Email -Newsletter -Slack	–Agenda on website –Training Videos –MS SharePoint –Reference Guide –Fact Sheets	1. Training Series Agenda (for complete MS Word version) and at this link under "Agenda" for illustrative purposes) 2. This series is designed to support a wide range of learning styles and roles. By organizing training over multiple sessions, learners can absorb and apply knowledge incrementally. Quizzes and

Meetings	a) Training Channels	b) Messaging Channels	c) Informational Channels	Notes: 1. Describe the content or materials you would organize at the meetings and through various channels. For the meetings, include what you feel should be an ideal agenda – you can share the actual agenda from prior experience or develop one. 2. Explain how you will use the messaging tools to keep staff updated, informed, trained, helped, etc. 3. Discuss which channels are more often used or more popular in your team's current or previous organizations.
				practical exercises will follow each session to reinforce retention and application. Recordings and handouts will be available on the internal MS SharePoint site for on-demand learning (VisualSP, 2023). 3. Training series have proven highly effective, especially among new hires and staff transitioning into more technical roles (Microsoft, n.d.). Participants may value the continuity and clarity provided by a structured, progressive format.

Town Hall Meeting Agenda

Cadence Quarterly

Event Calendar event

Participants Person Person

<u>Topic</u>	<u>Duration</u>	<u>Time</u>
Introductions	15 min.	9 AM - 9:15 AM
Company Updates		
–Key Performance Indicators	30 min.	9:15 AM - 9:45 AM
–Business Performance	30 min.	9:45 AM - 10:15 AM
–Strategic Direction	45 min.	10:15 AM - 11 AM
Break	15 min.	11 AM - 11:15 AM
Guest Speakers	45 min.	11:15 AM - 12 PM
Lunch	1 hour	12 PM - 1 PM
Guest Speakers	45 min.	1 PM - 1:45 PM

<u>Topic</u>	<u>Duration</u>	<u>Time</u>
Break	15 min.	1:45 PM - 2 PM
Keynote Speaker	45 min.	2 PM - 2:45 PM
–Kahoot! Poll	45 min.	2:45 PM - 3 PM
Employee Recognition	45 min.	3 PM - 3:45 PM
Q & A	45 min.	3:45 PM - 4:30 PM
Survey Monkey Meeting Satisfaction Survey	15 min.	4:30 PM - 4:45 PM

Project debrief

Project updates

- Document decisions and relevant information
- Celebrate achievements
- Add next steps

Challenges and dependencies

- Note current obstacles
- Identify future challenges

Next steps

- Action items
- Topics for future discussions

Briefing Session Agenda

Cadence **Weekly**

Event **Calendar event**

Participants **Person Person**

Agenda Topic	Duration of Time
Introductions -quick check-in	5 min.
Conversation Starters	35 min.
Milestones and Challenges	20 min.
Event Horizon	15 min.
Next Steps	10 min.
Q&A	5 min.

Introductions

Quick Check-in

- Greet your colleagues and discuss what your plan is for the day.
- Practice active listening when your colleague is speaking. Ask questions that show that you are listening.

Conversation Starters

- How have you actualized your organization's vision and mission in your work?
- What ideas in innovation have you achieved in the past quarter?
- What key performance indicators have you contributed to that increased your organization's return on investment?
- Describe a transformative solution that you came up with to address a work-related problem.

- Recently, our organization has transitioned to MS SharePoint as a web content management system and for document management, archival, and retrieval purposes. Do you have any questions, comments, or concerns concerning the usage of MS SharePoint?
- Discuss your ideas for stakeholder engagement.

Milestones and Challenges

Project updates

- Celebrate project milestones and other accomplishments.
- Since our organization uses Agile methodology, we have a Scrum-based approach and we work in sprints. Discuss current challenges you're facing and brainstorm with your colleagues to streamline the process.
- Identify future challenges and anticipated possible solutions.
- Discuss actionable next steps.

Event Horizon

- Discuss priorities on the event horizon, focus on the big picture.
- Identify what steps you and your team can take to accomplish those priorities.
- Discuss other next steps.

Next steps

- Action items
- Topics for future discussions

Q&A

Testing/Feedback Agenda

Cadence **Bi-weekly**

Event **Calendar event**

Participants **Person** **Person**

Agenda Topic	Duration of Time
Welcome & Objectives Overview	5 min.
Walkthrough of current product/feature	10 min.
Structured Testing Activity	20 min.
Group Feedback Discussion	15 min.
Ratings and Prioritization	15 min.
Next Steps and Improvement Plan	10 min.
Q&A / Closing Remarks	5 min.

Welcome and Objectives Overview

Set expectations and explain session goals

- Greet your colleagues and discuss the goal of the session.
- Provide a brief overview of what will be tested.
- Share how feedback will be used and why it's important.

Walkthrough of Current Product/ Feature

- Present the latest version of the product or feature.
- Highlight what has changed since the last test or iteration.
- Allow the team to ask questions or flag anything needing clarification before testing.

Structured Testing Activity

Hands-on testing with feedback forms or digital tools

- Instruct participants to go through the test cases or scenarios.
- Encourage them to document bugs, confusing elements, or standout moments.
- Use forms such as Google Forms or Notion.
- Discuss actionable next steps.

Group Feedback Discussion

- Open the floor for shared experiences and immediate observations.
- Discuss any friction points or positives.
- Categorize feedback.

Ratings & Prioritization

- Vote on the most urgent or high-impact issues discovered.
- Identify which items need to be fixed before launch or the next round.
- Align on what's "must fix," "nice to have," or "review later."

Next Steps & Improvements

- Assign owners to the top action items or bug resolutions.
- Share timelines for changes, retesting or rollouts.
- Clarify when the team will meet again to re-test progress.

Q&A/ Closing Remarks

Final clarifications and appreciation

- Address any final questions or open concerns from participants.
- Summarize key takeaways from the session.
- Thank everyone for their contributions and engagement.
- Confirm follow-up steps and how updates will be shared.

Observation Session Agenda

Cadence **Bi-weekly**

Event **Calendar event**

Participants **Person Person**

During this session, team members will be observed as they navigate MS SharePoint in real-time to complete typical tasks such as uploading documents, searching for files, and using collaborative features. Observers will take notes on usability challenges, areas of confusion, and unexpected behaviors.

Agenda Topic	Duration of Time
Welcome & Introduction – Explain the purpose and process of observation	5 min.
Live User Interaction – Staff perform pre-assigned tasks using MS SharePoint	30 min.
Observer Reflection – Staff perform pre-assigned tasks using MS SharePoint	10 min.
Feedback Loop – Open floor for participants to share frustrations, confusion, or success stories	15 min.
Next Steps – Open floor for participants to share frustrations, confusion, or success stories	5 min.

Project debrief

Project updates

- Document decisions and relevant information
- Celebrate achievements
- Add next steps

Challenges and dependencies

- Note current obstacles
- Identify future challenges

Next steps

Action items

Topics for future discussion

Training Series Agenda

Cadence **Bi-weekly**

Event **Calendar event**

Participants **Person** **Person**

This multi-week MS SharePoint Training Series is designed to help employees progressively build the skills necessary to use the platform. Each session focuses on a specific topic with practical demonstrations and interactive components.

Session	Topic & Description
Week 1: Introduction to MS SharePoint	Overview of MS SharePoint features, benefits, and interface. Navigating the dashboard.
Week 2: Document Management Basics	Uploading files, creating folders, and understanding document libraries.
Week 3: Permissions and Access Control	How to manage who can view, edit, or share documents.
Week 4: Collaboration and Communication	Working together in real time, using comments, alerts, and workflows.
Week 5: Metadata and Search	Using tags and metadata to organize files and improve searchability.
Week 6: Integration with Microsoft 365	Using MS SharePoint with Teams, Outlook, and OneDrive.
Week 7: Version Control and History	Tracking changes, restoring versions, and avoiding conflicts.
Week 8: Building and Customizing Pages	Creating landing pages and customizing views.
Week 9: Troubleshooting and Support	Common problems and where to find help.
Week 10: Review and Certification	Summary of all sessions, Q&A, and optional skills certification quiz.

Project debrief

Project updates

- Document decisions and relevant information
- Celebrate achievements
- Add next steps

Challenges and dependencies

- Note current obstacles
- Identify future challenges

Next steps

Action items

Topics for future discussions

References

Communication Channels (n.d.). Georgetown University. MPIT-5800-140.

<https://georgetown.instructure.com/courses/211593/files/15163021?wrap=1>

Microsoft. (n.d.). *Microsoft 365 adoption guide*. Microsoft Adoption.

<https://adoption.microsoft.com/files/assets/M365AdoptionGuide.pdf>

VisualSP. (2023, January 9). *The optimal training strategy for sustainable SharePoint user adoption*.

<https://www.visualsp.com/blog/the-optimal-training-strategy-for-sustainable-sharepoint-user-adoption/>