



Stakeholder Communication Plan Checklist

Stakeholder Identification & Analysis

Ensuring all relevant stakeholders are identified and their communication needs understood.

Define the scope of stakeholder identification (e.g., geographic area, project phases)

Write something...

Describe the methodology used for stakeholder identification (e.g., brainstorming, document review, expert consultation)

Write something...

Stakeholder Type (Select all that apply)

- ☐ Community Residents
- ☐ Local Businesses
- ☐ Government Agencies
- ☐ Utility Companies
- ☐ Environmental Groups
- ☐ Project Team
- ☐ Contractors & Subcontractors
- ☐ Funding Organizations
- ☐ Indigenous Groups (if applicable)

For each identified stakeholder group, briefly describe their level of influence and interest.

Write something...

Estimate the number of affected residents.

Enter a number...

Primary Contact Method (For each stakeholder group, select the primary method)

- ☐ Email
- ☐ Phone
- ☐ Mail
- ☐ Website/Online Portal
- ☐ Public Meetings

Document any specific cultural or language considerations for stakeholder communication.

Write something...

Attach a stakeholder register (if available).

 Upload File

Communication Objectives & Goals

Defining what you want to achieve through stakeholder communication.

Overall Communication Goal for the Construction Project

Write something...

Target Engagement Rate (e.g., % of stakeholders attending online briefings)

Enter a number...

Primary Objective: (Select One)

- ☐ Maintain Positive Relationships
- ☐ Minimize Disruptions
- ☐ Ensure Compliance
- ☐ Proactively Address Concerns
- ☐ Increase Project Understanding

Specific Measurable Goals for Key Stakeholder Groups (e.g., Community Residents)

Write something...

Desired Outcome Regarding Public Perception:

- ☐ Neutral
- ☐ Positive
- ☐ Improved
- ☐ Significant Improvement

Number of Stakeholder Meetings Planned (Overall)

Enter a number...

Communication Channels & Methods

Selecting appropriate channels and methods for reaching each stakeholder group.

Primary Communication Methods (Select all that apply)

- ☐ Email Updates
- ☐ Project Website/Portal
- ☐ Community Meetings
- ☐ Press Releases
- ☐ Direct Mail
- ☐ Social Media (Specify Platforms)
- ☐ Phone Calls
- ☐ SMS/Text Messaging

Preferred Communication Method for General Public

- ☐ Email Newsletter
- ☐ Project Website/FAQ
- ☐ Community Meetings
- ☐ Local Newspaper Ads
- ☐ Social Media Posts

Preferred Communication Method for Regulatory Agencies

- ☐ Formal Written Reports
- ☐ Scheduled Meetings
- ☐ Email Updates
- ☐ Phone Calls

Specific Social Media Platforms Used (if applicable)

Write something...

Frequency of Email Updates (per week)

Enter a number...

Date of next Community Meeting

Enter date...

Notes on tailoring communication for specific stakeholder groups (e.g., language, complexity)

Write something...

Communication Schedule & Frequency

Establishing a timeline and frequency for communication updates.

Frequency of Project-Wide Updates (e.g., weekly, bi-weekly)

Enter a number...

Date of Next Project-Wide Update

Enter date...

Time of Scheduled Project-Wide Updates

Preferred Communication Method for General Updates (choose one)

- ☐ Email
- ☐ Project Website
- ☐ Community Meetings
- ☐ Newsletter

Date of Next Stakeholder Meeting (if applicable)

Enter date...

Lead Time for Notification of Major Milestones (days)

Enter a number...

Notes regarding schedule adjustments or potential delays in communication.

Write something...

Roles & Responsibilities

Defining who is responsible for creating, delivering, and managing communication.

Communication Plan Owner

- ☐ Project Manager
- ☐ Construction Manager
- ☐ Public Relations Specialist
- ☐ Stakeholder Liaison

Responsible for Message Approval

- ☐ Project Manager
- ☐ Client Representative
- ☐ Legal Counsel

Brief Description of Project Manager's Communication Responsibilities

Write something...

Brief Description of Construction Manager's Communication Responsibilities

Write something...

Responsible for Managing Online Communication (Website, Social Media)

- ☐ Marketing Team
- ☐ Project Team
- ☐ External Agency

Number of designated Spokespeople (trained for media interaction)

Enter a number...

List of contact information for key communication personnel (name, title, phone, email)

Write something...

Who is responsible for maintaining the stakeholder communication log?

- ☐ Project Administrator
- ☐ Construction Manager
- ☐ Stakeholder Liaison

Message Development & Content

Ensuring messages are clear, concise, and appropriate for each stakeholder group.

Key Message for Project Overview

Write something...

Summary of Potential Disruptions & Mitigation Strategies

Write something...

FAQ Document (Initial Draft)

Write something...

Message Tone (Select all that apply)

- ☐ Formal
- ☐ Informal
- ☐ Optimistic
- ☐ Realistic
- ☐ Empathetic

Preferred Language for Primary Stakeholder Group

- ☐ English
- ☐ Spanish
- ☐ Other (Specify)

Draft Visuals (e.g., Site Map, Renderings)

 Upload File

Contact Person for Message Inquiries

Write something...

Feedback Mechanisms & Response

Establishing ways to receive feedback from stakeholders and address concerns.

Primary Feedback Channel(s)

- ☐ Email
- ☐ Project Website/Forum
- ☐ Community Meetings
- ☐ Dedicated Hotline
- ☐ Social Media
- ☐ Other (Specify)

Describe the process for handling incoming stakeholder feedback.

Write something...

Target Response Time (in business days) for initial feedback acknowledgement.

Enter a number...

Who is responsible for responding to stakeholder feedback?

- ☐ Project Manager
- ☐ Communications Manager
- ☐ Site Supervisor
- ☐ Dedicated Stakeholder Liaison
- ☐ Other (Specify)

Document process for escalating critical or unresolved issues.

Write something...

What methods will be used to track and document stakeholder feedback?

- ☐ Spreadsheet
- ☐ CRM System
- ☐ Dedicated Feedback Log
- ☐ Project Management Software
- ☐ None

Date of last stakeholder feedback review and process update.

Enter date...

Risk & Issue Management

Planning for potential communication challenges and how to address them.

Identify potential communication risks (e.g., rumors, misinformation, negative publicity)

Write something...

Describe potential communication issues (e.g., community protests, media inquiries, stakeholder concerns)

Write something...

Risk Priority Score (1-5, 1=Low, 5=High)

Enter a number...

Mitigation Strategies for top 3 risks

Write something...

Primary contact person for media inquiries:

- ☐ Project Manager
- ☐ Communications Lead
- ☐ External PR Agency
- ☐ Other (Specify)

Escalation Path for critical communication issues

Write something...

Date of last review of Risk & Issue Management plan

Enter date...

Identify potential 'hot button' issues with community members:

- ☐ Noise Pollution
- ☐ Traffic Disruptions
- ☐ Dust and Air Quality
- ☐ Visual Impact
- ☐ Impact on Local Businesses
- ☐ Environmental Concerns
- ☐ Safety Concerns

Plan Review & Updates

Establishing a process for regularly reviewing and updating the communication plan.

Date of Last Plan Review

Enter date...

Summary of Changes Made During Last Review

Write something...

Frequency of Scheduled Reviews (e.g., Monthly, Quarterly)

Enter a number...

Review Trigger (What initiates a plan review?)

- ☐ Project Milestone
- ☐ Significant Incident
- ☐ Stakeholder Feedback
- ☐ Regulatory Change
- ☐ Schedule Change

Notes on Potential Updates Required for Next Review

Write something...

Date of Next Scheduled Review

Enter date...

Legal & Regulatory Compliance

Ensuring all communication adheres to relevant legal and regulatory requirements.

Applicable Environmental Regulations Reviewed?

- ☐ Yes
- ☐ No
- ☐ Not Applicable

Summary of Relevant Environmental Permits & Approvals

Write something...

Labor Laws & Regulations Verified?

- ☐ Yes
- ☐ No
- ☐ Not Applicable

Documentation of Employee Communication Regarding Rights & Safety

Write something...

Date of Last Legal/Regulatory Review

Enter date...

Noise Ordinance Compliance Plan in Place?

- ☐ Yes
- ☐ No
- ☐ Not Applicable

Description of procedures to ensure accessibility of communications (ADA compliance)

Write something...