**INCIDENT COMMUNICATION TEMPLATE**

Incident definitions:

Define your incidents here. This will help your team understand if and when a situation becomes an incident.

1. Example 1
2. Example 2
3. Example 3

Roles and responsibilities:

Define the roles and responsibilities of individuals responsible for communication tasks during an incident.

| Role: | Owner: | Responsibilities: |
| --- | --- | --- |
| Director of Internal Communications |  |  |
| Internal Communications Manager |  |  |
|  |  |  |
|  |  |  |

Key stakeholders:

Identify all key stakeholders who need to be informed during an incident.

| Stakeholder name: | Contact: | Impact: | Influence: | Relevant incidents: |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |

Communication channels:

Specify the communication channels your team will use for incident communications.

| Communication tool or channel | When to use it: | Who is responsible for tool or channel: | How to use/access tool or channel: |
| --- | --- | --- | --- |
| Internal email platform |  |  |  |
| Intranet |  |  |  |
| SMS |  |  |  |

Message templates:

Include a list of pre-approved message templates for different types of incidents.

**Investigating:**

**Identified:**

**Monitoring:**

**Resolved:**

[*Here*](https://useworkshop.com/blog/11-examples-of-holding-statements/) *are 11 examples of holding statements to help you get started!*

Message approval process:

Establish a clar process for message approval.

Post-incident evaluation process:

Conduct a review of each incident after it is resolved to review the effectiveness of the communication plan + identify areas for improvement.

| Incident overview: |  |
| --- | --- |
| Evaluation team: |  |
| Key findings: |  |
| Lessons learned: |  |
| Recommendations: |  |
| Action plan: |  |