

Communication and Change Management Committee Charter

Committee Name	Communication and Change Committee and Leadership Committee
Committee Members	<p>The Committee will be comprised of two groups:</p> <ul style="list-style-type: none"> • The Leadership Team will provide input into the communications strategy and specific communication pieces • The broader Committee will be comprised of individuals from around campus who are shared service center ambassadors <p>Communications Committee Leadership Team</p> <ul style="list-style-type: none"> • Jason Hornberger (Chair), Asst. Vice Provost for Administration & Finance • Adam Braun, Information Specialist I, Web Programmer • Gina Cregg, Associate Director, Continuing Education • Stuart Day, Associate Professor, Chair, CLAS, Department of Spanish and Portuguese • Jenny Mehmedovic, Assistant to the Provost • Alex Wong, IT, Director of Support Services • Gavin Young, Communications Coordinator <p>Communications Committee</p> <ul style="list-style-type: none"> • Members recruited on an ongoing basis
Objective	<ul style="list-style-type: none"> • Communicate the shared service center vision, facilitate the implementation of regional shared service centers, and inform the KU community of progress
Key Activities	<p>Committee Leadership Team Goals</p> <ul style="list-style-type: none"> • Provide input into the implementation communication plan • Determine the most appropriate methods to reach each stakeholder group and the KU community (e.g., town halls, face to face meetings, website, etc.) • Provide input into messaging (content, delivery and timing) <p>Committee Goals</p> <ul style="list-style-type: none"> • Help share the vision, dispel rumors, and mitigate turbulence • Gather feedback and disseminate information throughout the implementation process • Keep community informed about membership of committees and workgroups • Communicate the “why’s” and the vision to first the campus and then the initial site
Scope	<ul style="list-style-type: none"> • The committee is charged with informing the KU community of changes to be expected during and following implementation of regional shared service centers • The committee is asked to be the project’s eyes and ears around campus, keeping abreast of the key questions and concern of staff, and sharing these with the project leadership on an ongoing basis • The committee is also charged with presenting a compelling argument in favor of change to a regional shared service center model

Critical Assumptions	<p>The following are key assumptions for successful project execution:</p> <ul style="list-style-type: none"> • Large-scale organizational change usually meets stiff resistance • KU leadership is committed to adopting the regional shared service center model • Governance and accountability structures will be created to hold shared service centers accountable to the units they serve; in all cases, service levels and efficiency are expected to improve
Timeline	<ul style="list-style-type: none"> • The Communication & Change Management Committee will meet regularly (every 2-3 weeks) to discuss the communications strategy and specific pieces of communication
Deliverables	<p>Key Deliverables:</p> <ul style="list-style-type: none"> • Periodic communication delivered in a variety of formats (town halls, face to face meetings, the Changing for Excellence website, etc.)
Huron Team Member Responsibilities	<ul style="list-style-type: none"> • Huron will attend meetings with the Communication and Change Management Committee to provide guidance, viewpoints, and recommendations as questions/issues arise. • Huron will develop a communication plan and draft communication materials for the leadership committee's input.
KU Team Member Responsibilities	<p>The Communication and Change Management Committee members will be expected to perform the following tasks:</p> <ul style="list-style-type: none"> • Facilitate progress through participation in meetings • Promote the concept of shared service centers in the KU community; encourage cooperation through ambassadorship • Generate ideas to help overcome obstacles as they arise • Provide leadership, expertise and insight • Be open and transparent when reporting progress • Provide understanding, interpretation, and articulation of KU culture, policies, and procedures
Guiding Principles for All Team Members	<p>Throughout this process, all team members will participate with these guiding principles in mind:</p> <ul style="list-style-type: none"> • Put personal and departmental agendas aside and focus on what is best for the University of Kansas • Be open to make changes to current business processes and existing service relationships • Ensure implementation changes are in line with industry best practices, allow for future growth, and are sustainable over time • Establish trust by showing compassion and maintaining confidentiality • Adhere to project timelines