

SOP: Employee Training and Communication on Changes

This SOP details the process for **employee training and communication on changes**, ensuring staff are effectively informed and equipped to adapt to new policies, procedures, or operational changes. It covers methods for timely announcements, training session planning, feedback collection, and ongoing support to maintain smooth transitions and promote a well-informed workforce.

1. Purpose

To establish a standardized process for informing employees and conducting training when significant changes to policies, procedures, or operations occur.

2. Scope

This SOP applies to all employees and management involved in implementing or affected by organizational changes.

3. Responsibilities

Role	Responsibility
Department Heads	Identify training needs and communicate changes to HR/training teams.
HR / Training Team	Develop and deliver training, maintain records, and collect feedback.
Supervisors/Managers	Ensure attendance, provide support, and monitor adaptation.
All Employees	Participate in communication sessions, training, and provide feedback.

4. Procedure

- Initiation of Change**
 - Recognize upcoming changes to policies, procedures, or operations.
 - Document the scope and impact of change.
- Communication Plan Development**
 - Create a clear communication plan outlining what, when, how, and to whom changes will be communicated.
 - Determine key messages, timelines, and communication channels (e.g., email, meetings, intranet, posters).
- Announcement of Change**
 - Formally announce the forthcoming change using selected communication channels.
 - Provide information on reasons for the change, benefits, and anticipated impact.
 - Include contacts for questions or concerns.
- Training Planning and Scheduling**
 - Identify affected employees and tailor training material accordingly.
 - Schedule training sessions (in-person, virtual, or self-paced modules).
 - Assign trainers and prepare materials.
- Training Delivery**
 - Conduct training as scheduled, ensuring active participation.
 - Distribute handouts, guides, and reference materials.
 - Address questions and clarify doubts during sessions.
- Feedback Collection**
 - Collect feedback via surveys, questionnaires, or discussion groups.
 - Assess comprehension and readiness.
- Ongoing Support and Communication**
 - Provide ongoing support such as FAQs, Q&A sessions, or helplines.

- Monitor adaptation and address any challenges promptly.
- Update staff with further changes or clarifications as needed.

8. Documentation

- Keep records of communications, training attendance, materials distributed, and feedback received.

5. Supporting Documents

- Training materials and presentations
- Attendance sheets
- Feedback forms and surveys
- Change announcement templates
- Updated policies/procedures

6. Revision and Review

This SOP shall be reviewed annually or whenever significant changes occur in related policies or procedures.

7. Version Control

Version	Date	Author	Description
1.0	2024-06-01	HR Department	Initial release