# CIPR Inside Communication Measurement Matrix

## Why measure?
- Internal communication is measured to:
  - Establish the value of practice for organisational reputation and success
  - Generate insights that inform professional practice
  - Support insightful business decisions
  - Check progress against plans
  - Assess overall efficacy.

## Fundamental principles of measurement
- Best practice goes beyond the inclusion of a few communication questions in an annual employee engagement survey.
- Research is part of everyday practice used to establish SMART communication objectives that are output and outcome based, linked to organisational objectives that enhance reputation.
- Regular and real-time reporting that includes going beyond basic data is used to find insights from deep analysis.
- Benchmarking helps to put results into context.

## How to measure

<table>
<thead>
<tr>
<th>What to measure</th>
<th>Questionnaire</th>
<th>Other forms of research</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outputs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Channels: are they working?</td>
<td>How effective are your newsletters, magazines, intranet, social media channels, e-mail briefings, conferences, “town hall” type meetings, team meetings, project meetings and 1:1s? Is the channel appropriate for the content?</td>
<td>Access, usefulness, frequency, volume, preferences.</td>
</tr>
<tr>
<td>Content: are employees getting the information they want and need?</td>
<td>Is communication timely, relevant, accurate and consistent? Is the tone of voice right? Is it open? Is it honest? What are employees interested in?</td>
<td>How well and how often information is provided. Message recall (for example, using marketing-style analysis). Interest and information levels by topic.</td>
</tr>
<tr>
<td>Conversations: are people communicating effectively?</td>
<td>How well do leaders, senior managers, middle managers, line managers and colleagues communicate, both formally and informally?</td>
<td>Frequency that people communicate at the level expected.</td>
</tr>
<tr>
<td>Voice: are there adequate opportunities for people to have a say?</td>
<td>How seriously is employee voice treated? Are responses provided to comments and suggestions? Can people get involved in change management and contribute to decisions that support innovation and influence business outcomes?</td>
<td>Frequency of opportunities, frequency and quality of responses made to expressed voice.</td>
</tr>
<tr>
<td><strong>Outcomes</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Behaviour: has employee behaviour been influenced by communication?</td>
<td>How has it influenced their decisions or behaviour? Are they working more safely, talking more knowledgeably with customers?</td>
<td>Why did behaviour change, what influenced the employee’s decision?</td>
</tr>
<tr>
<td>Return on investment (ROI): Have the benefits been identified? Can you isolate other factors affecting financial returns?</td>
<td>Were the benefits realised?</td>
<td>Cost (time and resources used), direct return (savings made or profit generated) in a specified time.</td>
</tr>
</tbody>
</table>

Developed by the CIPR Inside Measurement Panel [November 2012]