The plan:

- Who are we communicating with?
- What are we communicating?
- Why are we communicating?
- How are we communicating it (the tone)?
- When are we communicating it?
- Where are we communicating it (the channels)?

The keys to developing/using the plan:

- Demographics (Who)
- Messaging (What)
- Purpose (Why)
- Tone (How)
- Timing (When)
- Channels (Where method)

The DOS:	The DONTS:
Be inclusive	Be exclusive
Be intentional	Be inconsistent
Be informational	 Be misinformational
Be patient!	 Get upset/annoyed

Social Media:

Don't be afraid of Social Media. It can work very well. Just be patient and realize it can go wrong sometimes. Attempt to defuse and disengage when possible. When used for events and information as opposed to opinion, it can be a great way to communicate, but NOT the ONLY way!