

- Is there a strategic commitment from top management to promote and practice effective communication? This includes:**
 - A clear vision of the objectives of the communication system
 - A compelling desire to continually improve the system
 - A commitment to provide financial resources to enact the vision
- Do employees possess the appropriate communication skills?**
- Does the organization have effective infrastructure of channels to meet three communication challenges?**
 - quickly handle emergencies
 - disseminate day-to-day information
 - present a realistic vision of the business environment
- Do employees know how they fit into the "big picture" and believe they are empowered to carry out the organizational mission?**
- Are dynamic programs in place to make sure employee concerns are heard and acted on?**
- Do departments interact with one another effectively?**
- Is the communication system routinely evaluated?**
- Do employees have relatively easy access to all information they deem necessary?**
- Are active measures in place to make sure employees receive relevant and timely information but not more than necessary?**
- Are safety valves built into the communication system to circumvent communication breakdown?**