

# REST@W

## REducing STress at Work

A European Strategic Alliance to manage with work-related stress issues

Principles and strategies to develop an effective management scheme with the cooperation of employers, workers and safety representatives in European SMEs system

# Internal Communication Plan



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## Introduction

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The communication plan represents the main tool for information and cooperation measures. The communication plan sets out a clear framework for project communication activities and allocates roles, tasks and goals to individual members of the team. It will serve Consortium as a guiding document throughout the programme's lifecycle including information on objectives, audiences, messages, tools and strategy. The importance of correct communication lies in knowing how to manage information and be able to pass on to partners and to do this we need a detailed plan on how the partners must follow in order to facilitate communication and the exchange of information. The internal communication will be based on several channel and tools that will ensure every partner to be the protagonist of the project being always informed and able to perform its duties in the best way. If internal communication is accurate and consistent, it will be easier to achieve the objectives of the project. It is drafted by UIL and It establishes in a clear way on how the communication takes place in the consortium and which instruments will be used. It is organised in sections: *internal communication strategy, recipient of communication, content of communication and media of communication*. Partnership will make intensive use of email tools and complimentary communication tools such Skype (3 on line meetings during the Project lifetime: one every six months). The plan will schedule the five *International Steering Committee meetings* to arrange during the Project lifetime. English will be the official language of the partnership.

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### 1. Internal communication strategy

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Project internal communication strategy aims to exchange of project-specific information with the emphasis on creating understanding between the sender and the receiver. Effective communication is one of the most important factors contributing to the success of REST@W project. The project team must provide timely and accurate information to all stakeholders. Members of the project team prepare information in a variety of ways to meet the needs of project stakeholders. Team members also receive feedback from these stakeholders. Project communication includes general communication between team members but is more encompassing.

## 1.1 Goal and Objectives

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The overall goal of the internal communication strategy is to improve the internal communications to ensure that the individuals in the project would have all the necessary information so as to make sensible decisions. For this reason, the internal communication plan aims to ensure proper management of information within the project REST@W partnership. Using an internal strategy, which is based on the principle of sharing of information, the communication plan want to define the methods, tools and timing for which will be managed the flow of information, which will ensure that all partners will be always informed on the tasks that will be carried and the achieved results. In order to successfully reach this goal, four objectives are set.

**1. Everyone in the working groups of each participating organisation is to be aware of the project's mission and vision statement.**

The active involvement of REST@W working groups is fundamental. They will provide critical support to the partnership about the achievement of results. The REST@W groups are working team, composed by several internal members that operate to support the horizontal and vertical project mainstreaming.

**2. All working group's members are familiar with the project's internal communication tools and methods.**

Not only it is important that everyone in each internal working group knows the mission and vision of the REST@W project, but also that all the general rules of the internal communication methods need to be brought to everyone's attention.

**3. Communication channels are used in a transparent manner to assure each individual knows the current state of the project on all levels.**

This would give the advantage that everyone in the working group would know about the developments within the different responsibility areas at all time (throughout every Work Package – WP).

**4. Providing the possibility for feedback.**

In order to guarantee a positive outcome, it is fundamental to create opportunities to give and receive feedback.

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## 2. Recipient of communication

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Within a project different messages are communicated on various levels. Thus, it is important to define the target audience. Each partner organisation has to have a clear picture of its own internal audience particularly when this has to manage with tools and channels (see the section below). Internally, each organisation should keep in mind that each target audience should be described in terms of:

- current behaviour
- level of awareness
- level of knowledge
- preferred methods for receiving information
- motivations/barriers to hearing and believing/accepting the information.

The more refined the target audience description, the more precise and effective partner's communication will be.

### 2.1 Target Audience

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In order to assure a positive outcome of this internal communication strategy, we have examined two-target audience

1. The first one is composed of the whole REST@W Consortium: organisations and institutions
2. The second one is composed of the REST@W working groups.

## 2.2 REST@W Consortium

The first target audience includes everyone working in the partner organisations that is involved with the internal communication of the project. The REST@W partners are the direct addressees of the internal communication plan and, following the procedures and strategies defined, they will proceed to the involvement of national REST@W working groups. When necessary the members of the national REST@W working groups will be invited to attend the partnership's operational meetings.

Fig.1 – The REST@W Consortium

NAME OF THE ORGANISATION	NUM.	ROLE	TASKS AND RESPONSABILITIES	COUNTRY	E-MAIL	WEB
Unione Italiana del Lavoro – UIL ITALIA	P1	Coordinator	<ul style="list-style-type: none"> <li>Overall management and project coordination</li> </ul>	Italy	<a href="mailto:internazionale@uil.it">internazionale@uil.it</a>	<a href="http://www.uil.it">www.uil.it</a>
ITAL UIL	P2	Co-Applciant	<ul style="list-style-type: none"> <li>Coordinate all project activities with the Lead applicant taking care of the quality management.</li> <li>Take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholders.</li> <li>Provide the Lead applicant with a report.</li> <li>Participate to the international events.</li> <li>Join the Scientific Committee.</li> <li>Provide the Scientific Committee with National data.</li> <li>Disseminate the project results at national level.</li> </ul>	Italy	<a href="mailto:michele.zerillo@pec.italuil.it">michele.zerillo@pec.italuil.it</a>	<a href="http://www.italuil.it">www.italuil.it</a>
Fondazione Giacomo Brodolini	P3	Co-Applciant	<ul style="list-style-type: none"> <li>Coordinate all project activities with the Lead applicant;</li> </ul>	Italy	<a href="mailto:progetti@fondazionebrodolini.it">progetti@fondazionebrodolini.it</a>	<a href="http://www.fondazionebrodolini.it">www.fondazionebrodolini.it</a>

			<ul style="list-style-type: none"> <li>• Lead the Scientific Committee and WP Research and Analysis.</li> <li>• Assess the needs of the target group and draft a questionnaire to be spread at National level through national partners.</li> <li>• Evaluate the questionnaires received by national partners and draft a Handbook as specified in the Project Work Programme.</li> <li>• Take part to the National Focus Group (1 meeting along the project).</li> <li>• Participate to the international events.</li> <li>• Disseminate the project results at national level.</li> </ul>			
Confederazione Nazionale dell'artigianato e della Piccola e Media Impresa, CNA Servizi	P4	Co-Applciant	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of Employers (100-200 questionnaires).</li> <li>• Organize and take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder.</li> <li>• Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data.</li> <li>• Disseminate the project results at national level.</li> </ul>	Italy	<a href="mailto:brunati@cna.it">brunati@cna.it</a>	<a href="http://www.cna.it">www.cna.it</a>
DIESIS COOP	P5	Co-Applciant	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> </ul>	Belgium	<a href="mailto:info@diesis.coop">info@diesis.coop</a>	<a href="http://www.diesis.coop">www.diesis.coop</a>



			<ul style="list-style-type: none"> <li>• Being responsible of the Dissemination WP and relevant Dissemination Plan.</li> <li>• Participate to the international events.</li> <li>• Facilitate the participation of its national associated organizations to the National Focus Groups.</li> <li>• Join the Scientific Committee.</li> <li>• Disseminate the project results at European level.</li> </ul>			
<b>Unión General de Trabajadores – UGT ES</b>	P6	Co-Applicant	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of workers, REPS and Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder.</li> <li>• Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data;</li> <li>• Disseminate the project results at national level.</li> </ul>	Spain	<a href="mailto:internacional@cec.ugt.org">internacional@cec.ugt.org</a>	<a href="http://www.ugt.es">www.ugt.es</a>
<b>Confederación Empresarial de Sociedades Laborales de España - CONFESAL</b>	P7	Co-Applicant	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of workers, REPS and Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1</li> </ul>	Spain	<a href="mailto:confesal@confesal.es">confesal@confesal.es</a>	<a href="http://www.confesal.es">www.confesal.es</a>

			<p>meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder.</p> <ul style="list-style-type: none"> <li>• Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data;</li> <li>• Disseminate the project results at national level.</li> </ul>			
Confédération générale des petites et moyennes entreprises - CGPME	P8	Co-Applicant	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder.</li> <li>• Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data;</li> <li>• Disseminate the project results at national level.</li> </ul>	France	<a href="mailto:bbrisson@cgpme.fr">bbrisson@cgpme.fr</a>	<a href="http://www.cgpme.fr">www.cgpme.fr</a>
Magyar Szakszervezeti Szövetség - MaSZSZ	P9	Co-Applicant	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1 meeting along the project) involving representatives from</li> </ul>	Hungary	<a href="mailto:mszosz@mszosz.hu">mszosz@mszosz.hu</a>	<a href="http://www.szakszervezet.net/en/">http://www.szakszervezet.net/en/</a>

			<p>workers, REPS, employers and any interested stakeholder.</p> <ul style="list-style-type: none"> <li>• Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data;</li> <li>• Disseminate the project results at national level.</li> </ul>			
<b>Democratic League of Independent Trade Unions - LIGA</b>	P10	Co-Applicant	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder.</li> <li>• Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data;</li> <li>• Disseminate the project results at national level.</li> </ul>	Hungary	<a href="mailto:kallay.piroska@liganet.hu">kallay.piroska@liganet.hu</a>	<a href="http://www.liganet.hu">www.liganet.hu</a>
<b>Munkástanácsok Országos Szövetsége - MOSz</b>	P11	Co-Applicant	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder.</li> </ul>	Hungary	<a href="mailto:international@munkastanacsok.hu">international@munkastanacsok.hu</a>	<a href="http://munkastanacsok.hu/">http://munkastanacsok.hu/</a>

			<ul style="list-style-type: none"> <li>• Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data;</li> <li>• Disseminate the project results at national level.</li> </ul>			
<b>Uniao General de Trabalhadores – UGT P</b>	P12	Co-Applicant	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder.</li> <li>• Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data;</li> <li>• Disseminate the project results at national level.</li> </ul>	Portugal	<a href="mailto:gabinete.projectos@ugt.pt">gabinete.projectos@ugt.pt</a>	<a href="http://www.ugt.pt">www.ugt.pt</a>
<b>LPS - SOLIDARUMAS</b>	P13	Co-Applicant	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of workers, REPS and Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder.</li> </ul>	Lithuania	<a href="mailto:info@lps.lt">info@lps.lt</a>	<a href="http://www.lps.lt/">http://www.lps.lt/</a>

			<ul style="list-style-type: none"> <li>• Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data;</li> <li>• Disseminate the project results at national level.</li> </ul>			
<b>Confederația Națională a Sindicatelor Libere din România – CNSLR FRĂȚIA</b>	P14	Associated Organizations	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of workers, REPS and Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder. Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data.</li> <li>• Disseminate the project results at national level.</li> </ul>	Romania	<a href="mailto:international@cnslr-fratia.ro">international@cnslr-fratia.ro</a>	<a href="http://www.cnslr-fratia.ro/">http://www.cnslr-fratia.ro/</a>
<b>European Trade Union Confederation - ETUC</b>	P15	Associated Organizations	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Being active adviser of the Scientific Committee.</li> <li>• Facilitate the National associated organizations in defining objectives and methodologies.</li> <li>• Participate to the international events.</li> <li>• Disseminate the project results at European level.</li> </ul>	Belgium	<a href="mailto:etuc@etuc.org">etuc@etuc.org</a>	<a href="https://www.etuc.org/">https://www.etuc.org/</a>

<p><b>Force Ouvriere</b></p>	<p>P16</p>	<p>Associated Organizations</p>	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of workers, REPS and Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder. Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data.</li> <li>• Disseminate the project results at national level.</li> </ul>	<p>France</p>	<p><a href="mailto:sdupuch@force-ouvriere.fr">sdupuch@force-ouvriere.fr</a></p>	<p><a href="http://www.force-ouvriere.fr">http://www.force-ouvriere.fr</a></p>
<p><b>AFEOSZ COOP</b></p>	<p>P17</p>	<p>Associated Organizations</p>	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of workers, REPS and Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder. Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data.</li> <li>• Disseminate the project results at national level.</li> </ul>	<p>Hungary</p>	<p><a href="mailto:afeosz@afeosz.hu">afeosz@afeosz.hu</a></p>	<p><a href="http://www.afeosz.hu">www.afeosz.hu</a></p>

INE GSEE	P18	Associated Organizations	<ul style="list-style-type: none"> <li>• Coordinate all project activities with the Lead applicant.</li> <li>• Spread as much as possible the Project questionnaire through its network of workers, REPS and Employers (100-200 questionnaires).</li> <li>• Organize and to take part to the National Focus Group (1 meeting along the project) involving representatives from workers, REPS, employers and any interested stakeholder. Provide the Lead applicant with a report.</li> <li>• Participate to the international events.</li> <li>• Provide the Scientific Committee with National data.</li> <li>• Disseminate the project results at national level.</li> </ul>	Greece	<a href="mailto:info@inegsee.gr">info@inegsee.gr</a>	<a href="http://www.inegsee.gr/">http://www.inegsee.gr/</a>
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### 2.3 REST@W Strategic Working Groups

The REST@W working groups are to consider as strategic to carry out the activities across the Consortium. They will be involved by the partners in every activities in accordance to their goals, tasks and timelines and they will cooperate each other and with the other partners as provided by the internal communication plan. The working groups included in the project REST@W framework are:

- **International Steering Committee (ISC)**

It is composed of the project coordinator for each participating organisation (18 totally) and will be coordinated by UIL. It will be involved for all the Project lifetime across each WP with the responsibilities to manage and monitoring the general direction of the Project across EU, that the project is effectively delivered on time, to budget and to the required quality standard and with the effective involvement of Strategic Alliance members working in the SMEs system for the research initiatives. ISC will facilitate

SC in providing the phases of the research and in creating multi-stakeholder networks, ensuring the involvement of relevant national policy departments concerning OHS. Each members of ISC will attend the four ISC meetings, the final conference and three-skype meetings. ISC will be actively involved in 5 International Steering Committee meetings scheduled as below. The ISC meeting will be scheduled as a half-day event connected with the other promotion events to optimise the Consortium's resources.

- **Monitoring Unit (M.U)**

M.U are composed of member of each partner (18 members). The M.U. takes care of the development of the project and supports ITAL through the activities described above. Particularly, all along the development of the project, the M.U. provides for a) the submission of questionnaires and checklist to partnerships b) customer satisfaction's evaluation through questionnaires to target groups and stakeholders. The M.U provides for drafting forms and templates for the control and monitoring of the project. ITAL (IT) takes care for collecting all monitoring and evaluation documents from M.U, synthesizing them in the final report. Monitoring Unit will be actively involved in partnership meetings; international seminars; final international conference and through skype meeting.

- **Scientific Committee (SC)**

It is composed of a key research expert of Fondazione Brodolini, UIL Italia, ETUC, DIESIS and ITAL and is coordinated by Fondazione Brodolini. It will be involved during the implementation phase (WP3 - research and analysis) to describe and analyse the contents and results for the final comparative Handbook and Toolkit.

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### 3. Contents and media of communication

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Project team members use a variety of tools to organize and present project information. In order to ensure an effective and efficient internal communication, also considering the environmental sustainability, the most part of the flows of communication among the partners will be provided through on-line channels. However, traditional tools will be adopted (to varying degrees). To ensure a detailed and rapid exchange of project's information, the communication among the partners will be both written and oral.



### 3.1 Tools and channels

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Specifically, the internal communication of the REST@W project will be delivered through the following tools and channels.

- **E-mail**

The greatest number of communications between the partnership and with REST@W working groups will be via e-mail. An internal mailing list will be created, and it will be shared between the partners. The internal mailing list will contain the name, role in the project, email address, skype contact. Each partner must provide at least one name of the person responsible for internal communication.

- **Skype/WebPlatform**

These tools allows partners to realize free conference calls with multiple participants and will be used to organize on line meetings. The communication by skype or other Web Platform (WIGGIO) can be done in two different way: chat or video chat. All partner and members of REST@W groups must provide their contact skype and add the other partners and members of the groups in order to organize the conference call. 3 skype meetings will be organized involving the working group's members and, if necessary, the coordinator will organize bilateral skype meetings.

- *Skype meetings are scheduled as below:*

Meeting	Date	Month (Work Plan)
1 <sup>st</sup> Skype Meeting	April 2016	M5
2 <sup>nd</sup> Skype Meeting	September 2016	M9
3 <sup>rd</sup> Skype Meeting	February 2017	M15

- **Facebook and Twitter**

These social media will be used by the partner to encourage the exchange of information regarding the dissemination events and activities organized in each country and at European level. Each Organisation will use the proper FB and Twitter Account to promote the project and the activities developed over the work plan.

- **Doodle**

Doodle offers a wide selection of online solutions that radically simplify the process of scheduling appointments, ranging from the group event “poll” that doesn’t require registration to the professional appearance with own branding. The free user account for power users. Once registered, connect your calendar and keep track of all your polls. It will be particularly useful to arrange and share the partnership meetings dates

- **Project Web Site**

A dedicated web page/section will be open in the official UIL web site. It will provide general information about the REST@W project framework (consortium, goals, objectives, main activities) and work plan. It will store the final deliverables to be downloaded.

- **International Steering Committee meetings**

The ISC meetings will be 5. The ISC meeting will be scheduled as a half-day event connected with the other promotion events to optimise the Consortium's resources. The first one will be the kick-off meeting (Italy), the last one will coincide with the Final Conference in IT for dissemination and exploitation (WP4-WP5), in order to optimize travel and subsistence costs. The ISC meetings are organized get into a deeper discussion, to support team building & cooperation, they represent the core of the information and communication measures of the project.

- *ISC meetings are scheduled as below:*

Meeting	Date	Month (Work Plan)
1 <sup>st</sup> ISC Meeting	January 2016	M1
2 <sup>nd</sup> ISC Meeting	May 2016	M6
3 <sup>rd</sup> ISC Meeting	September 2016	M10
4 <sup>th</sup> ISC Meeting	December 2016	M13
5 <sup>th</sup> ISC Meeting ( <i>Follow-Up</i> )	April 2017	M17

## 4. Evaluation and results

As with any organisation or communication strategy, an internal communication strategy requires continual evaluation and up-dates. To start with, we must monitor the implementation of our strategy. This means making sure that our tactics are being implemented on time and as planned, and making any adjustments necessary to achieve this. Second, we must regularly evaluate whether our tactics are actually helping us achieve our objectives and our overall goal. This can be done informally, such as through general observations and casual conversations, or formally such as through a formal evaluation process. In any case, we should implement an annual evaluation process (in accordance to the specific milestones scheduled) to determine the progress being made towards our goal. Following the evaluation process is the updating phase. As we identify problems with our strategy, we will need to update it to address the issues. This may mean modifying the tactics that we are using or developing new objectives. Again, while changes can be made throughout the months, a formal

review process should be completed on a yearly basis to ensure that the strategy evolves to meet the current needs of the Consortium. We are going to provide evaluation questionnaires during the partnership meeting and the international seminars and events scheduled at EU/National level, which have a specific section about the “management-communication”. The partner responsible for the quality of the project will analyze the completed questionnaires and will draw up the evaluation reports, which will indicate the quality of the communication. At the conclusion of each online meeting, the coordinator will draw up the minutes where will be registered the attendance of the participants (partners and members of the REST@W working groups), the number of which represent the indicator of the level of participation, as well as a summary of the main findings will be collected.

## 5. Responsibility

UIL ITALIA (IT), the coordinator, will be responsible for the management and general coordination of the internal communication plan and it will be supported by the partner responsible for the Quality and Assurance – WP2 (ITAL - IT) which will have the task of collecting the data from the evaluation forms, analysing them and making the results available to all partners and by the coordinating partner of Promotion and Dissemination – WP4 (DIESIS – BE). Each member of the Consortium will be responsible for the involvement of the REST@W working groups and for the communication and media tools updating process. Mainly:

Fig.3 – The REST@W Internal communication's responsibility plan

STRATEGY	COORDINATING PARTNERS	SUPPORTING PARTNERS	ROLES
Social Channels (FB;Twitter)	Each Partner Organisation	All	Providing info and updates about the project's implementation
Partner Organisations Web Site	Each Partner Organisation	All	Providing info and updates about the project's implementation
Skype/Web Platform(WIGGIO)	UIL (IT)	ITAL (IT)	Coordinating the communication activities during the on-line meetings
Project Web Site (dedicated sections/page)	UIL (IT)	All	Coordinating the updates of the project website/section over the implementation of the activities

Newsletter	DIESIS (BE)	ALL	Coordinating, defining and collecting the communication contents for the documents
WEB TV	UIL (IT)	ALL	Providing info about the project's activities
Mailing List	DIESIS (BE)	ALL	Coordinating and collecting partners and stakeholders contacts/references

The Internal Communication Plan can be amended during the implementation phase. Any amendment must be submitted by the Applicant to the International Steering Committee (ISC).

## 6. Cooperation arrangements across the partnership

The Partnership is staffed by a wide range of personnel and organisations, from those who have experience in EU project management to those who are newer to this type of project. Considering this, we will ensure effective cooperation and communication between the partners, and the timely achievement of deliverables, through a range of mechanisms. These are set out in the activities and include:

1. At the 'kick off' meeting in Italy, partners will commit fully to the common plan (a comprehensive Internal Communication Plan –WP1). This will specify and reaffirm partner roles, responsibilities and the partnership management structure as well as detailing milestones, timelines, deliverables, named accountable staff and key performance indicators and arrangements for managing conflicts/disagreements.
2. The working language of the partnership is English. Specific language issues, including translation of material at the national level with work-related stress issues management practitioners, stakeholders and the language dimensions in project dissemination will be identified and catered for.
3. Communication will be regulated by internal communication plan: it will promote a constant cooperation between meetings will take place: transnationally and via regular email, telephone and "Open-source e-learning services or VoIP" (WIGGIO; Skype) and dissemination workshop. Web channels will be used to complement the project promotion and dissemination of results (WP4).

4. Innovative working groups as Monitoring Unit (WP2), International Steering Committee (WP1) and Scientific Committee (WP3) will foster the cooperation and the operative relationship between the partners in every different WP according to aims and objectives. It will be involved in the activities and cooperation constantly by on-line meeting and dissemination workshop and into all of the activities foreseen by internal communication plan.
5. Internally and across the Countries, the setup of ISC (WP1) will allow to have a strong collaboration in terms of managing and sustainability of the entire Project.

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