

Andrew Cole - Content Production Portfolio (Internal Comms.)

Table of Contents

Employee e-mail - The Weekly 2

SharePoint Intranet - COMPAS 3

Video Production - Teaser 3

Launch communications - Navigators Site 4

Homepage examples: 4

- Focus on Employee Innovation Fund (six-part series on COMPAS) 4
- International Day of Persons with Disabilities COMPAS homepage takeover 5
- COVID-19 COMPAS homepage takeover 5
- COVID-19 Dedicated Staff Resources Page on COMPAS 6

Horizon - employee e-zine created using MS Sway 8

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Employee e-mail - *The Weekly*

Created, distributed and measured engagement using Contact Monkey.



TO DO

Things to action and schedule.



TO KNOW

Insights, initiatives and events of interest

Feedback? Question? Suggestion? Story?



As part of the Foundation's commitment to listening, a [new online tool](#) is available to share your questions, suggestions, stories and feedback. All submissions are anonymous (unless you choose otherwise) and go directly to a Human Resources team member who will review and direct them as appropriate.

You'll also see "Speak Up" Boxes soon in each of our Hub Offices (Toronto, Accra, Nairobi and Kigali) over the coming weeks. Please use these tools to spur conversations, raise concerns, and surface ideas across the Foundation.

NOTE: Each month, at least one unattributed submission will be shared on COMPAS and/or *The Weekly*, including the response.

Special Edition of *Ni Nyampinga* in Rwanda



Following on the Foundation's efforts on World Tourism Day, a special feature issue of *Ni Nyampinga Magazine* has been published to support our [Hanga Ahazaza](#) initiative. It features young women who have chosen career paths in Rwanda's tourism and hospitality sector.

Ni Nyampinga, a brand of Girl Effect Rwanda, is a widely-read magazine with 75,000 copies distributed across the country. The special edition saw 100,000 girls and young women reached through a variety of offline activations, complemented by the digital versions of the magazine - in English and *Kinyarwanda* - being shared on social media.

You may read the English version of the magazine [here](#).



READ / VIEW / LISTEN

Interesting articles, videos, podcasts and more.



AROUND THE OFFICE

Welcome!



Margaret Karungii joined us this week as Administrative Support Assistant, reporting to Daniel Hailu. Margaret is based in Nairobi.

Exec Chat Highlights



Employees have had many questions since our new operating model was announced on [October 2](#). Many of these questions were answered during Community Week's "Executive Chats" with Reeta, Peter and David. The Chiefs hosted two Q&A sessions with about 60 employees, and covered topics such as timing for this new model; context for new titles; and how we will maintain our culture as we grow.

Click [here](#) to read a summary of the October 9th discussion - edited for length.

Upcoming Events

[Federal Election \(Canada\)](#)
October 21

[Anzisha Prize Winner Announced](#)
October 22

[YAW Ethiopia "Go Live"](#)
October 29

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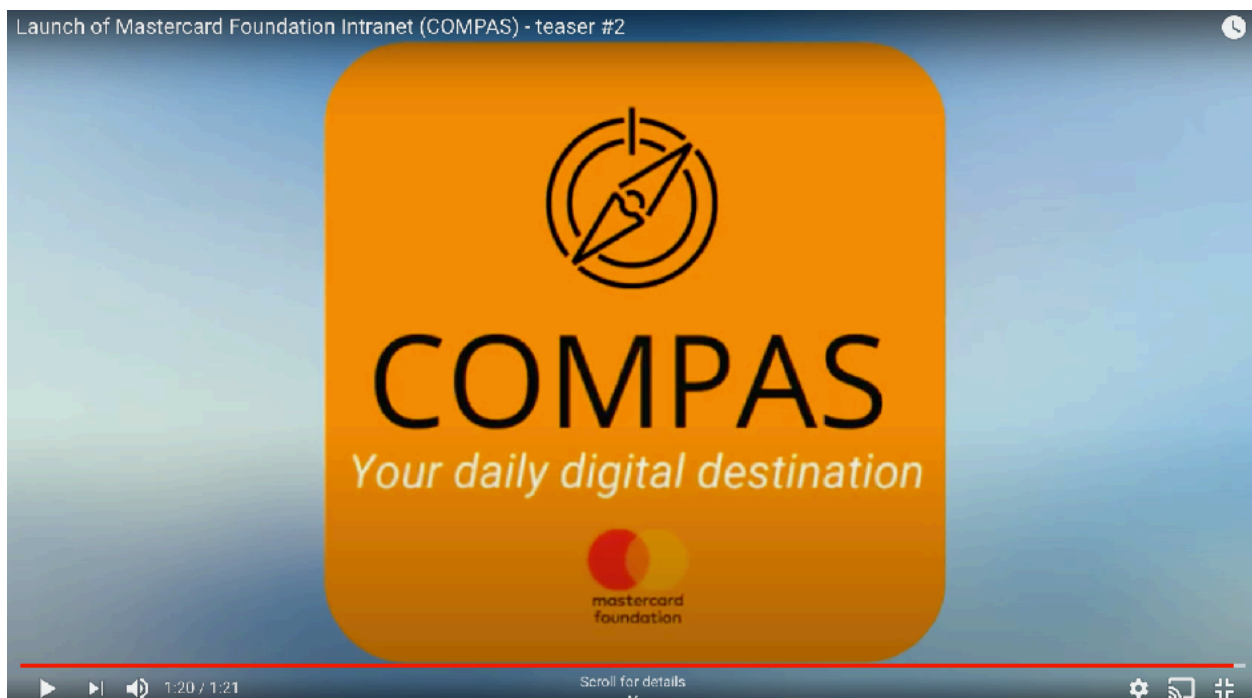
SharePoint Intranet - *COMPAS*

Launched an updated, re-branded intranet:

- Drafted a communications plan and work-back schedule to implement pre-launch, launch day, and post-launch tactics to support the launch.
- Developed messaging to drive adoption of the tool and to address myths and misconceptions about the intranet based poor experiences on the Foundation's previous intranet.
- Created the logo and a name for *COMPAS* to work in French (a major language in Africa), developed in collaboration with the Intranet Steering Committee.
- Created two launch videos, letters from the COO, post-notes placed on employee laptops, Top-10 Q&A, posters to communicate employee trainings, and scripting of training videos.
- Established a Navigators Community of Practice (CoP). Navigators were nominated and approved by their managers to enable staff and to promote best practice in using the Intranet. In building capacity across the Foundation, Navigators helped drive adoption of the Intranet as a daily destination for staff. The intentions for having the Navigators were to:
 - Introduce team members to their respective team sites (non-technical training)
 - Act as the 'point person' for their team members
 - Share staff feedback with the Knowledge Management team
 - Triage support requests, where possible
 - Share best practices with team members and as a CoP
 - Support the adoption of *COMPAS* by their team members, enabling them to be self-sufficient

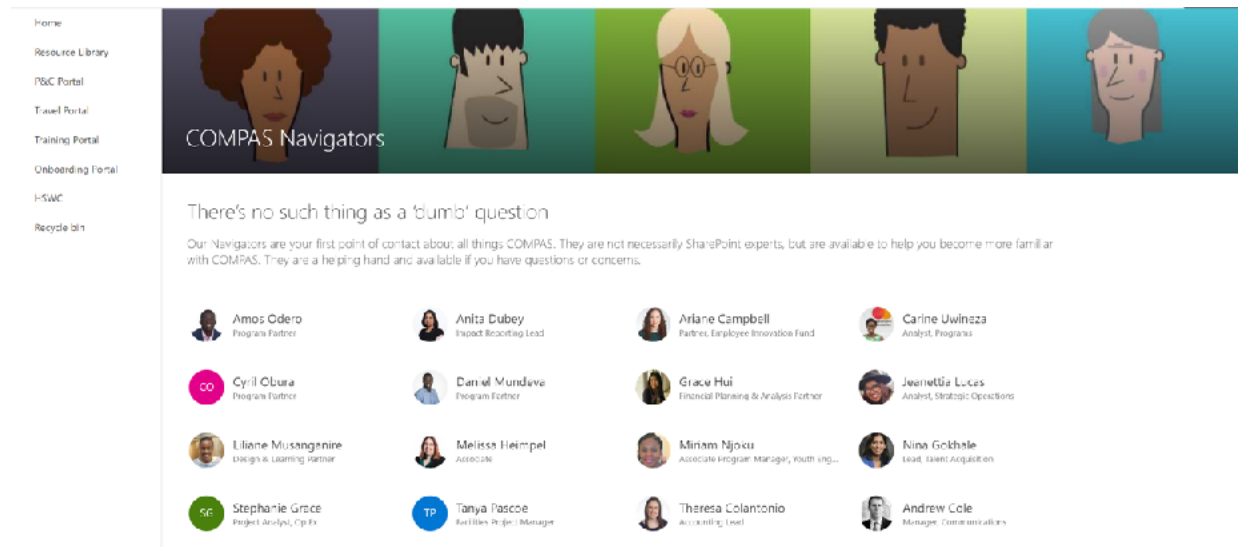
Video Production - Teaser

Created in Powtoon: <https://youtu.be/wHwJHxtjPqg>



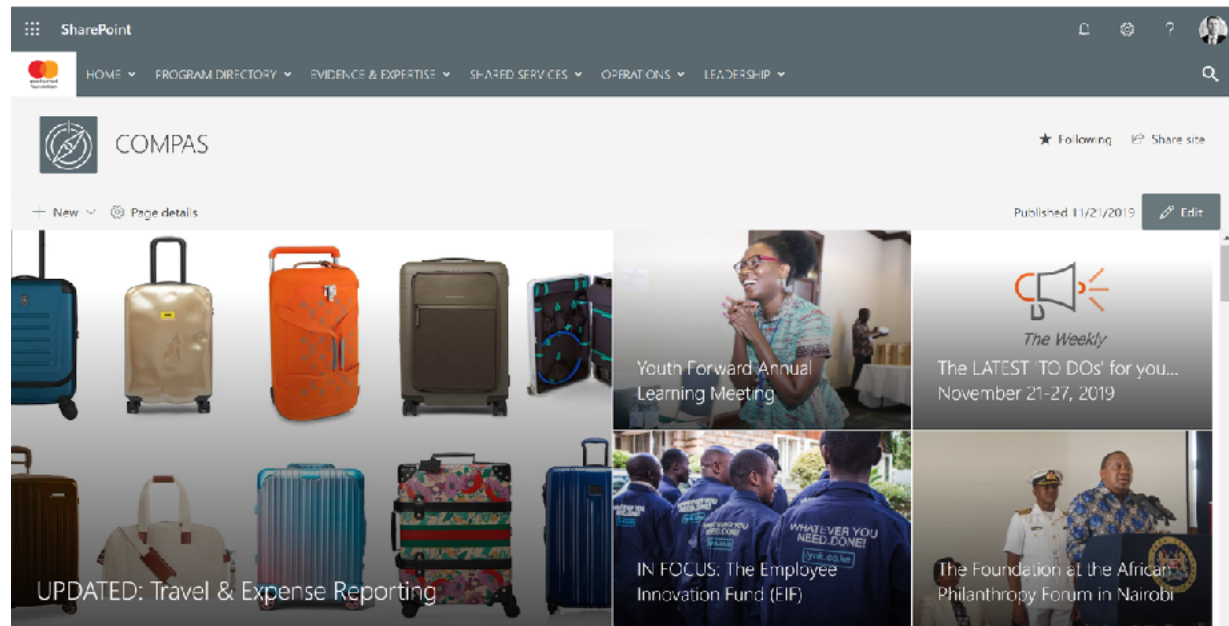
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Launch communications - Navigators Site



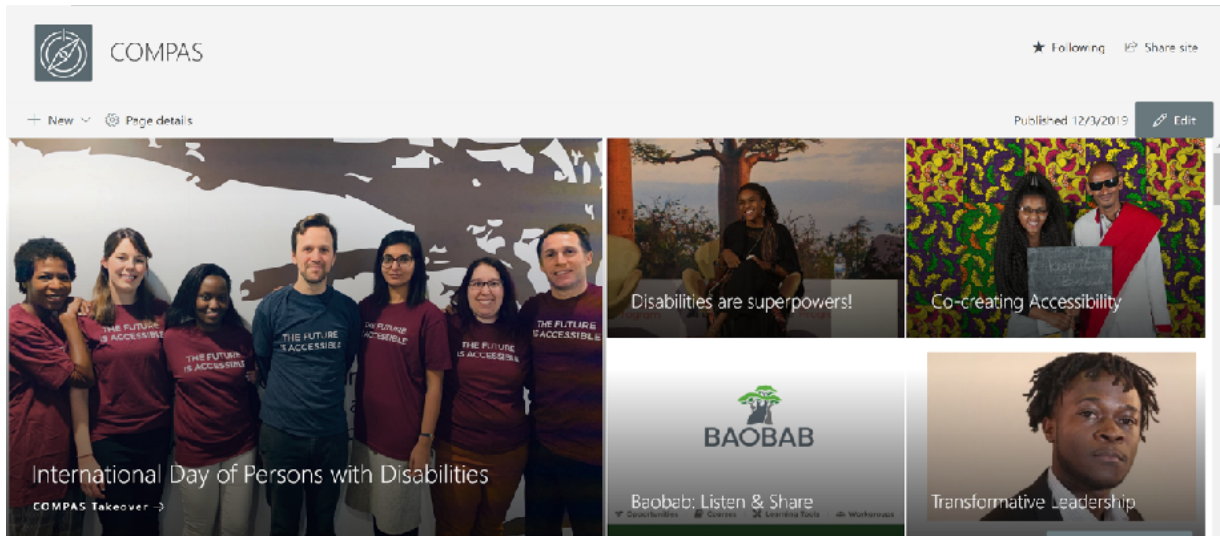
Homepage examples:

- Focus on Employee Innovation Fund (six-part series on *COMPAS*)



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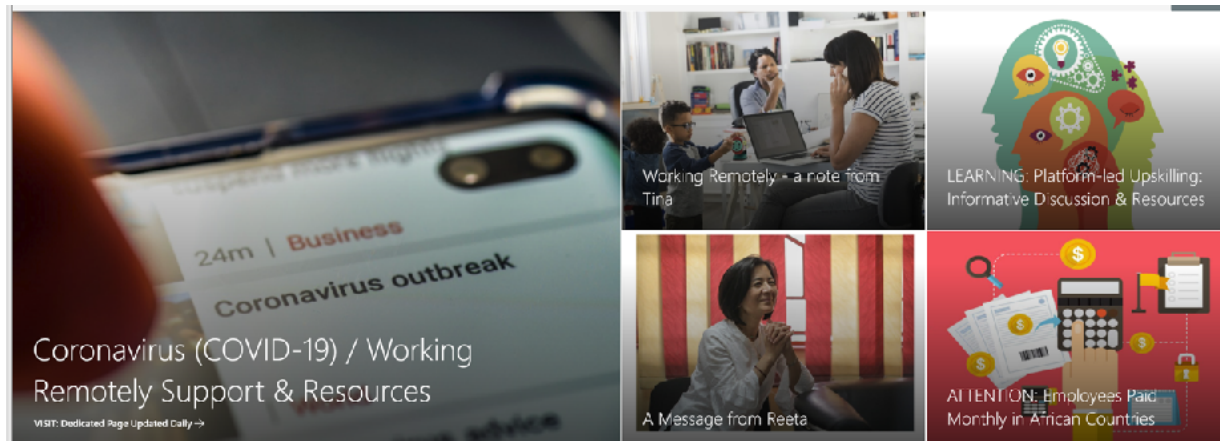
- International Day of Persons with Disabilities *COMPAS* homepage takeover



- COVID-19 *COMPAS* homepage takeover



March 17, 2020



March 25, 2020

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- COVID-19 Dedicated Staff Resources Page on COMPAS

Coronavirus Updates / Working Remotely

Working Remotely

A repository of resources to help you as you work away from the office



We're in this together.

Resources

- Jennifer Britton - Virtual Meeting Hand-Out (part 1 of 3)
- Mastercard Foundation Tips for Working Remotely
- Foundation Flexi Core Working Hours
- Mastercard Foundation Tips for Optimizing Virtual Meetings
- Mastercard Foundation Tips for Interviewing Remotely

Employee Assistance Program (EAP)

It is important during this time not to lose sight of our well-being and to keep up our connections to one another. If you feel like you need additional support, please remember that the EAP is available to you and your family through the Foundation's Group Benefits Plans. This service provides **free, confidential counselling, information and advisory resources** to help you deal with whatever your personal situation.

Yammer - Remote Working Tools

View all in Yammer

Post to Yammer

Stephanie Grace
Last reply yesterday at 6:48 PM

My ex-colleagues in the UK are continuing to prioritize team bonding in the following ways while they work from home.
- Team Skype sessions on Thursda...

👍 Unlike 5 ↻ Reply 1 ⋮ See more

Philippa Howell: These are really important in my mind. The admin team h...

Andrew Cole
Last reply yesterday at 6:42 PM

HBR: **'That Discomfort You're Feeling Is Grief'**
<https://hbr.org/2020/03/that-discomfort-youre-feeling-is-gri...>

👍 Like 2 ↻ Reply 1 ⋮ See more

Philippa Howell: I think I agree wholeheartedly.

Andrew Cole
Yesterday at 4:49 PM

Jennifer Britton's webinar from today.
<https://web.microsoftstream.com/video/d8c33d72-8109-4f68-91e...>

👍 Like ↻ Reply ⋮ See more

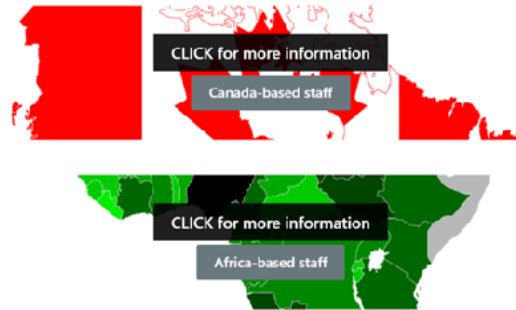
Andrew Cole
Last reply Mon at 11:53 AM

Did a fun (Frozen-themed) 30-minute yoga class with my five-year-old son. He loves them: <https://www.youtube.com/user/CosmicKidsYoga>

👍 Like 2 ↻ Reply 4 ⋮ See more

Laura French: Thanks! Tried this last week and will be doing again today at ...

Tricia Williams: #thestruggleisreal!!!



Share a picture of yourself working from home!
Send to: acole@mastercardfdn.org.



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Information updated daily on *COMPAS* regarding the evolving pandemic, including relevant resources and links.

COVID-19 Updates

Information on the Coronavirus relevant to the Foundation and our Partners.

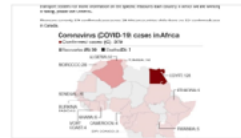


Information

WHO: Mental Health Considerations	CDC: Mental Health during Coronavirus
Advice for public	www.canada.ca
Q&A on coronaviruses	Canada Public Health Service Coronavirus Updates
CDC Coronavirus Information	WHO Health Emergency Dashboard

News and Updates

+ Add



CMT Update on the 2019 Coronavirus (as of March 16, 2020)

Toni Tiemens March 17
83 views



Updated Coronavirus FAQ

Since the update of Friday, March 6th, the Crisis Management Team (CMT) has received several inquiries relating to employee Business t...

Graeme Brackenridge March 10
276 views

Fraud Alert!

Fraudsters are exploiting the spread of Coronavirus for fraudulent activity and cybercrime.

This short brief link [here](#), provides examples and tips to protect you and your family.



Coronavirus Update: Business Travel Paused until April 30
UPDATED INFORMATION ABOUT THE 2019 NOVEL CORONAVIRUS (COVID-19) As of March 6, 2020 The total number of COVID-19 case...

Graeme Brackenridge March 6
12 views



Update on Coronavirus: Foundation Actions, Travel, Protection
February 28th 2020 The Foundation's Crisis Management Team (CMT) met on Friday, February 28th regarding the 2019 NOVEL CORONAVI...

David Marlow March 5
41 views

Online Training

ISOS has a 4-minute [Coronavirus Awareness course](#). Other health, safety and security courses are available to Foundation employees.

#coronavirusememes



Olympic social distancing



Mastercard social distancing

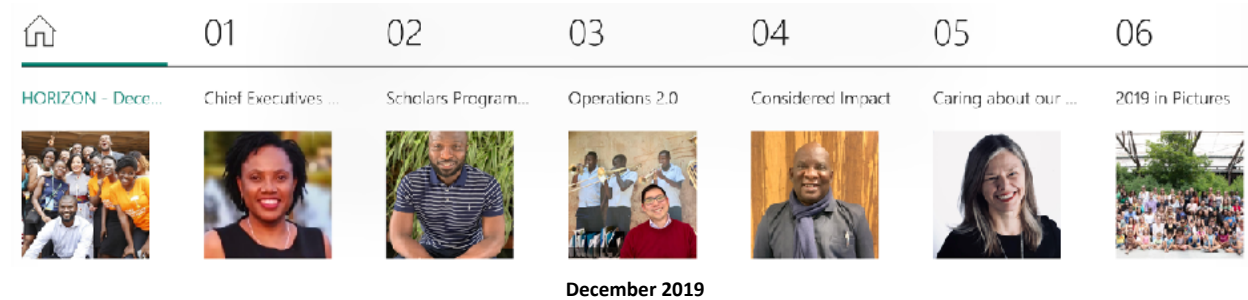


McDonald's social distancing

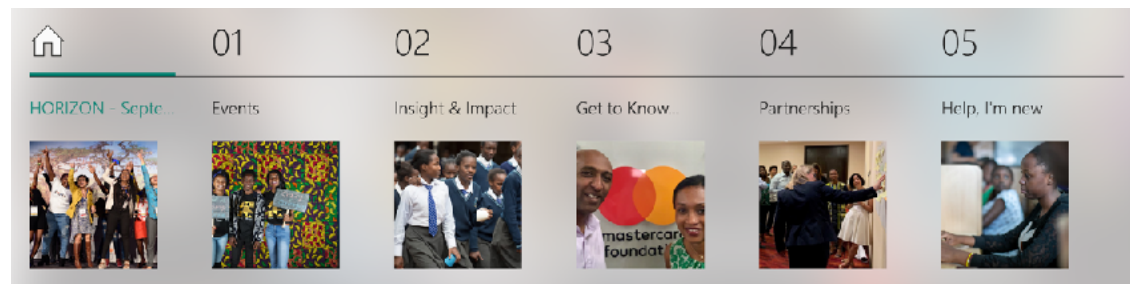
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Horizon - employee e-zine created using MS Sway

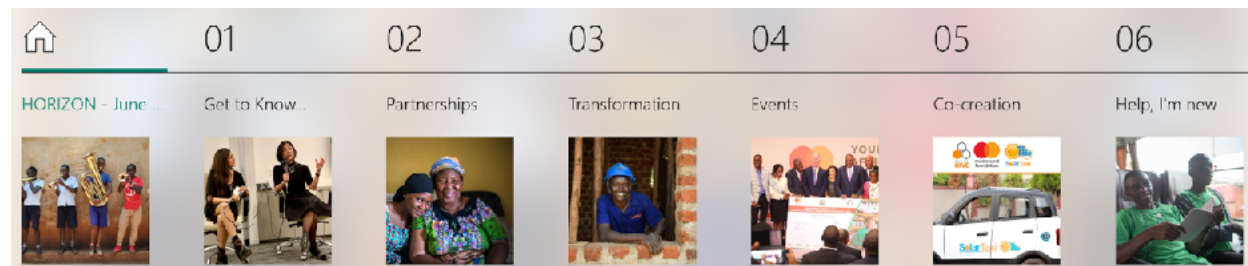
Coinciding with the launch of *COMPAS*, it featured in-depth stories profiling departments, leaders and staff. Following are examples of the first three issues:



December 2019






September 2019



June 2019 (*COMPAS* launch)

RESULTS: After three issues, the average reading time per issue nearly doubled from 5 to 9 minutes, reading completion rates increased from 56% to 64%, and “deep reads” increased as a percentage of total views from 14% to 47% (see graphic below).

	12/19/2019 HORIZON - December 2019	073 Total views	9 min Avg time spent	64% Avg completion	24 glanced 15 quick read 34 deep read
	9/19/2019 HORIZON - September 2019	077 Total views	6 min Avg time spent	61% Avg completion	26 glanced 20 quick read 31 deep read
	7/31/2019 HORIZON - June 2019	146 Total views	5 min Avg time spent	56% Avg completion	69 glanced 56 quick read 21 deep read