Internal Communication

As mentioned above, communication is key for the success of Digital transformation projects. Internal communication within an organisation serves as the lifeblood of its operations, fostering collaboration, alignment, and engagement among employees.

Effective internal communication entails the exchange of information, ideas, and feedback across all levels and departments of the organisation. It encompasses various channels and platforms, including email, intranet portals, team meetings, and digital collaboration tools, each tailored to suit the organisation's unique needs and culture. Strong internal communication ensures that employees are well-informed about sector goals, strategies, and updates, fostering a sense of transparency and trust.

Moreover, it facilitates knowledge sharing, enabling employees to leverage each other's expertise and resources to drive innovation and problem-solving.

Additionally, internal communication plays a crucial role in fostering a positive organisational culture, where open dialogue, recognition, and feedback are encouraged. By prioritising internal communication, organisations can enhance employee morale, productivity, and overall performance, ultimately contributing to their long-term success and sustainability.

In the Rwandan public administration, QT connect is a tool deployed to enable and ease communication in teams across the Government. CDOs should use it and enforce the team to use it.

IMPROVEMENT OF INTERNAL COMMUNICATIONS

Invest in internal communications: with a fine identification of priorities for the CDO network:

- Share documentation and tools, and make them accessible online: CDO Handbook, tools for digitalization, tools for project management, communication templates, etc.;
- Create rituals on communications: for instance a monthly meeting to assess needs from CDOs and share RISA communications roadmap
- Communicate and encourage the staff to use asynchronous communications tools such as QT Connect.

Revision #1
Created 9 July 2025 21:55:07 by RISA
Updated 9 July 2025 21:55:30 by RISA