

# COMMUNICATION DISSEMINATION EXPLOITATION

Prof. Elisabetta De Giorgi – University of Trieste in Gorizia

A.A. 2020-21

(in collaboration with Raffaella Lioce)



Internal Communication: scope and role

Needs for external Communication with stakeholders (consultation, participation ...)

Scope of Dissemination and Exploitation (transferring outputs and results to interested parties for follow up and scale up)

Steps for a communication and dissemination strategy

# INTERNAL COMMUNICATION

- Objectives (why and what)
  - keep the partnership informed: what we are doing? project progress? Who is doing what?
  - keep the team engaged: communication is a tool for team building and performance
  - Support qualitative and timely implementation
- Who? To whom?
  - project general manager communicates with partners' local managers/contact persons



### AND HOW?

It depends on many factors, but it could be...

- face-to-face
- telephone
- e-mails
- texting
- web meetings, consortium meetings
- team collaboration tools such as shared clouds area (but with clear procedures)



### EXTERNAL COMMUNICATION



#### **Objectives (why)**

Engaging stakeholders
in project tasks where
consultation or
participation is needed
Helping to build strong
relationships with target
groups and stakeholders

Improving common understanding of the problem addressed by the project and of the solutions developed by the project

Increasing awareness, change attitudes, change behaviours



### Who communicates:

Communication manager with communication officers, social media officers, web masters, news editors, video makers, ...



#### With whom:

Target groups
identified/mapped as
main interested and
relevant parties
Press



#### What

Progress and results



#### How

Various channels: the most suitable for the targets addressed



Dissemination is a planned process of providing information on the quality, relevance and effectiveness of the **results** of the project to **key actors** 



Dissemination occurs as and when the results of the project become available



It is **not enough** to focus the dissemination activities mainly in the final stages of the project

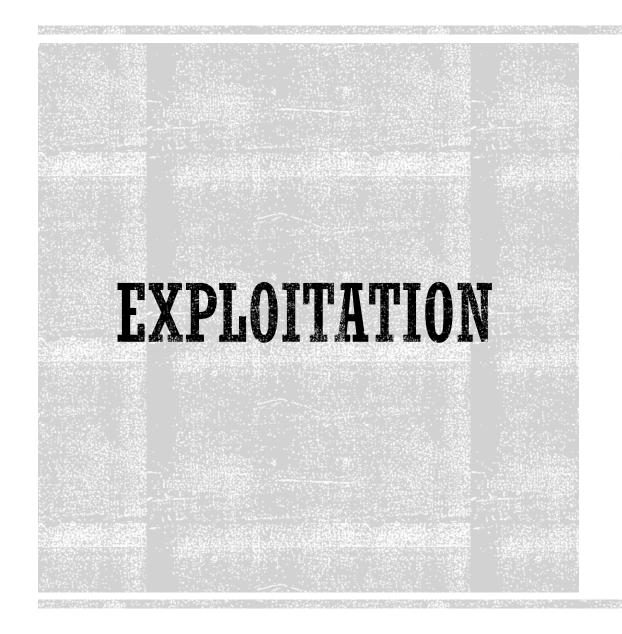


Dissemination plays an important role **from the beginning** of the project's life to its very end and beyond



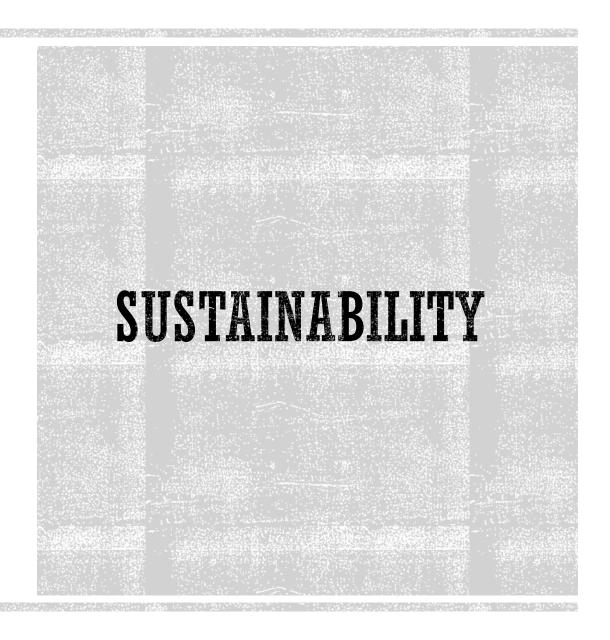
A strategy which covers the whole project cycle is necessary

### DISSEMINATION



- Exploitation consists of mainstreaming and multiplication
  - Mainstreaming is the planned process of transferring the successful results of the project to appropriate decision-makers in regulated local, regional, national or European systems
  - Multiplication is the planned process of convincing individual users to adopt and/or apply the results of project

- Sustainability is the capacity of the project to continue its existence and functioning beyond the end of the funded period
- The project results are used and exploited incessantly
- Sustainability of results implies use and exploitation of results in the longer term



# WHY ARE COMMUNICATION, DISSEMINATION, EXPLOITATION OF RESULTS AND SUSTAINABILITY KEY ELEMENTS?

The results of many projects have not been adopted to the expected extent by organisations outside the partnerships or even by the partner organisations in the long-term

They are tools for making change happen



# ARE COMMUNICATION AND DISSEMINATION...?

- A Web Site?
- A Poster? A Flyer?
- A Conference? An Event?
- A Newsletter? ...
- A Social Network?

These are **tools** for communication and dissemination, the evidence of communication and dissemination

BUT they are not communication and dissemination

We need A STRATEGY for communication and dissemination

### IS THIS SOCIAL NETWORK?







## THIS IS!

# COMMUNICATION AND DISSMINATION ARE A MEAN TO MAKE THE CHANGE

What change we want to activate?

Who is the **targets**? The people, the organizations, the institutions that should **change attitude**, behaviour to achieve the project results?



Providing targets and stakeholders with deliverables and outputs

Training targets to be sure they are capable to benefit from project outcomes

TO MAKE THE **CHANGE** WE HAVE TO REACH OUR TARGETS. WHO IS YOURS?







It should **not be a long** and **tedious document**, but instead a clear and effective doc to be often browsed through, during project implementation



It helps you **remembering** your communication and dissemination objectives, target groups, activities and timing

Writing your communication strategy starts with your project application form (AF)

# COMMUNICATION, DISSEMINATION AND EXPLOITATION STRATEGY

## THE STRATEGY

- A solid STRATEGY addresses the following questions:
  - What kind of needs does the project respond to? (Vision)
  - What are the expected project results? (Mission)
  - Who are the potential users and final beneficiaries of the project's outputs and results?
  - What types of dissemination activities are appropriate to reach the target groups?
  - What are the most appropriate means/channels?
  - What are the human and financial resources available for dissemination?
  - Who is doing what?

### THINK ABOUT THE AUDIENCE

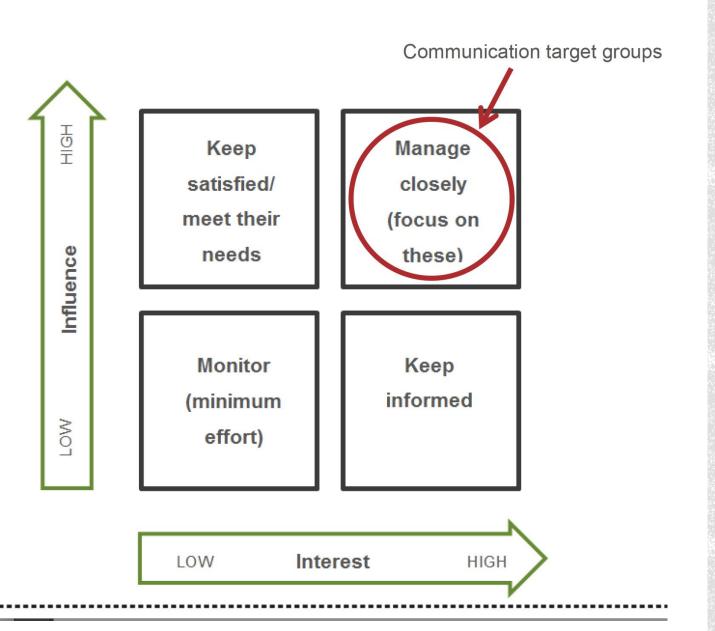
What is ...

### a stakeholder group?

All actors involved. Both those positively and those negatively affected by the project.

### a target group?

The special stakeholder groups addressed by your communication. Each target group has different needs and should be reached via tailored approaches.



### MAPPING STAKEHOLDERS/ IDENTIFYING TARGETS



- Not all your project target groups might be reached with the same approach
- It is important to choose the right approach to get the most out of each communication activity
  - Branding
  - Storytelling
  - Hand facts & figures dissemination
  - Practical guidance
  - Trainings
  - Networking
  - Child education/entertainment

	Thinks	Should	Approa-	Messa-	Time
	now	think	ches	ges	frame
Target group 1					
Target group 2					
Target group 3					
Target group 4					

# FOR EACH TARGET THE RIGHT MESSAGE

- In order to adopt the right approaches in relation to the right target groups, it is important to clarify what messages you want to share
- This tool will help you to check the consistency of your project communication activities planned

### CHALLENGES

Defining the pay off to attract the right audience and targets

The importance of the project acronym



# REMIND: RULES FOR ELIGIBILITY

- Never without the logos: EU FLAG, Programme logo, project logo
- Never without the statement acknowledging the European Fund or any other donor/sponsor

"This project is co-funded by the EU in the framework of the programme ....."

# REMIND TO MONITOR PROJECT PROGRESS, TO COMMUNICATE AND TO MONITOR COMMUNICATION TASKS



What's going on?
Ask the partners, ask the team > then write news and posts



#### Collect

Attendace list

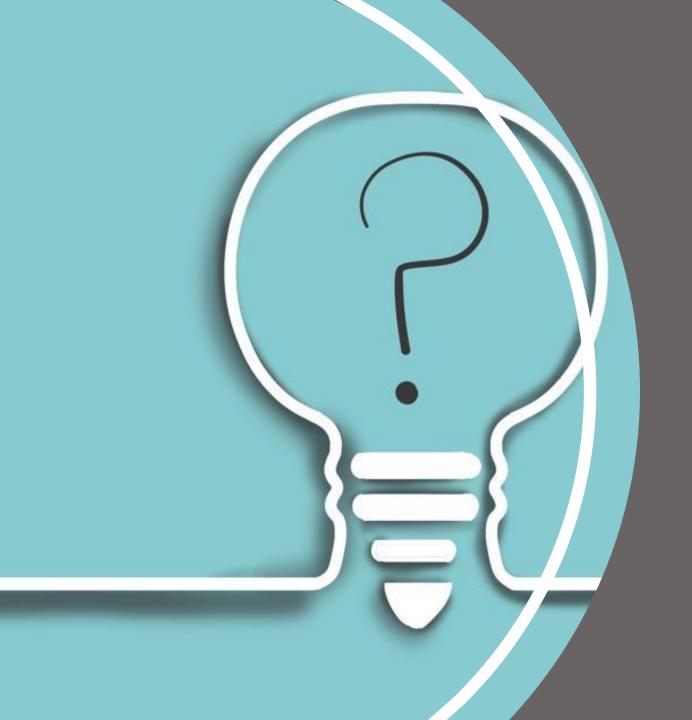
Mailing list

Press realises

Pictures , videos ...

Evidence of materials

Insights ....



# ANY QUESTIONS?