

Communications

Effectively engage with your faculty and staff

It's a safe bet that you spend significant dollars on benefit plans, yet many of those plans are not well-known or understood by those who are supposed to appreciate them.

Milliman communication consultants can help you change attitudes and drive the behavior of your faculty and staff. We understand shared governance and the unique communication challenges facing universities, colleges, and university systems, which differ from "corporate America." Our Center of Excellence approach to serving higher education provides multidisciplinary resources with no geographic or financial boundaries. This includes an experienced team of communication consultants who have the breadth, depth, and flexibility to help you change your faculty and staff behavior to achieve all of your communication objectives.

Our breadth

From tackling large complex change projects to promoting a particular program or benefit, our communication team can help with any or all aspects of your projects.

- **Strategy development:** Articulate communication objectives that align with your broader program goals.
- **Branding:** Develop themes, assets, and messages that identify, unite, and accomplish your central objectives.
- **Personalized communications:** Target the audience, recognize their unique needs, and determine the appropriate format (websites, microsites, HTML email, mobile technology, social media, videos, and print).
- **Faculty and staff research:** Use tools to gauge faculty and staff's current level of understanding, surface sensitive issues, unearth communication barriers, brainstorm solutions, and set baseline metrics for future measurement.
- **Project management.** Manage the process to stay in budget and on time.

Our depth

Milliman's communication capabilities are as unique and varied as our clients. Through decades of relevant engagements, coupled with Milliman's expertise in faculty and staff benefits, we are well suited for any communication, HR, or benefit challenge. In addition, our leadership, learning, and networking consortiums provide invited universities and colleges the advantage of access to peer and comparator information that's simply unavailable from other consulting firms.

Our flexibility

We can do as much or as little as you need. We are comfortable developing strategy and taking full control of a project's execution, or we can work with your team and internal resources to fill the gaps. Many clients call us before they know what they specifically want or need. We work with you "off the clock" to figure out how to make the most of our support given your situation, objectives, limitations, and/or budget.

Contact Us



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