

## Pulse Survey Communication Plan

July 2018

Date	Channel	Audience
Monday, July 9 <sup>th</sup>	Connect	All team members
	Email	All team members
	Newsstand	All team members
	Yammer	All team members Post in All Company/Company Announcements
Wednesday, July 11 <sup>th</sup>	Huddle Points	All team members
Friday, July 13 <sup>th</sup>	In Case You Missed It	All team members
Monday, July 16 <sup>th</sup>	Email (Reminder)	All team members
	Yammer (Reminder)	All team members Post in All Company/Company Announcements
Wednesday, July 18 <sup>th</sup>	Huddle Points	All team members
Friday, July 20 <sup>th</sup>	In Case You Missed It	All team members

### CONNECT/EMAIL

#### **Tell Us How We're Doing: Take the Pulse Survey**

We've said it before, we'll say it again...happy team members make for happy customers, and that is good for business! We've worked hard to make Mr. Cooper a better place to work for everyone and taken big strides toward becoming a people company.

Now, we want to check in with you on our progress.

In our last Cooper Speak survey, you told us that we need to focus on improving **cross-departmental collaboration, efficiency & effectiveness** and **senior leadership connectivity**, and we have been working hard to get better. Since then, all departments have worked diligently to create detailed action plans tailored to each business unit, that help connect departments to senior leadership and improve team member engagement.

To make sure we are making Mr. Cooper the best it can be for every Cooper, let us know how we're doing in these three areas.

Click the survey link below and tell us what you think of the improvements we have made so far. Your feedback helps us understand how we're doing and what we need to work on!

**Take the survey at the following link: [LINK]**

The survey closes on **Friday, July 20<sup>th</sup>**. Help us make Mr. Cooper an even better place to work!

## **HUDDLE POINTS**

### **Take the Pulse Survey!**

- In our last Cooper Speak survey, you told us that we need to improve **collaboration, efficiency & effectiveness**, and **senior leadership connectivity**. We've spent some time outlining action plans to increase team member engagement.
- We want you to let us know how we're doing so far. It takes less than 30 seconds to provide feedback on our progress!
- The survey closes Friday, July 20<sup>th</sup>

## **YAMMER**

### **Post in All Company & Company Announcements:**

- It takes less than 30 seconds to provide feedback on our progress! Tell us what you think about the new initiatives we put in place to improve collaboration, efficiency & effectiveness, and senior leadership visibility!
- We've been focused on improving team member engagement at Mr. Cooper. Take the pulse survey and let us know how you think we're doing!
- We want to make Mr. Cooper a better place to work for every Cooper, no matter what their role is! Take the latest pulse survey and tell us what we can do to continue to improve your Mr. Cooper experience.