

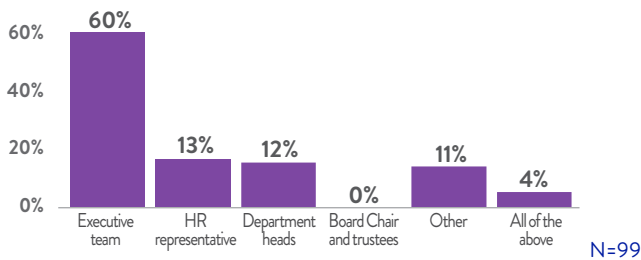
MARCH 7, 2024

The Advisory Board for the Arts regularly surveys leaders at cultural organizations — including operas, ballets, symphonies, festivals, theaters, venues, schools, advocacy organizations, and museums — about issues relevant to their industries. This online survey was fielded February 19–28, 2024. This is the nintieth survey of the series and was designed to help leaders benchmark themselves on internal communications.

OWNERSHIP OF INTERNAL COMMUNICATIONS

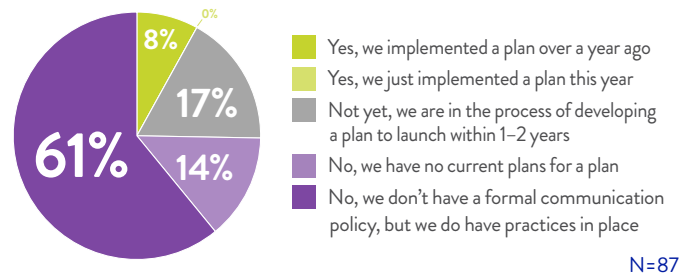
Executive Teams Communicate Organizational Updates

Who communicates with staff around organizational updates & projects?



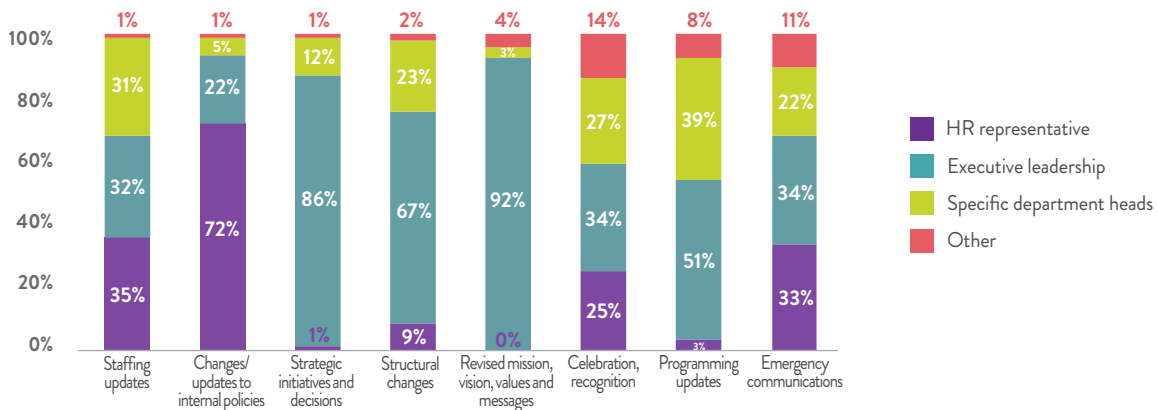
Most Do Not Have a Formal Policy Around Communication

Does your org have a formal internal communications plan outlining how info will be shared?



Executive Leadership Communicates Widely

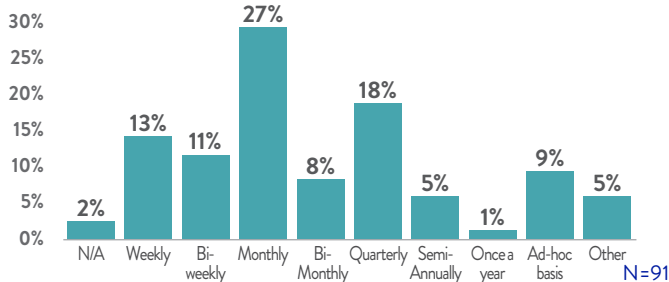
Who is responsible for communicating the following categories of updates?



MEETINGS, TASK FORCE GROUPS, & COMITTEES

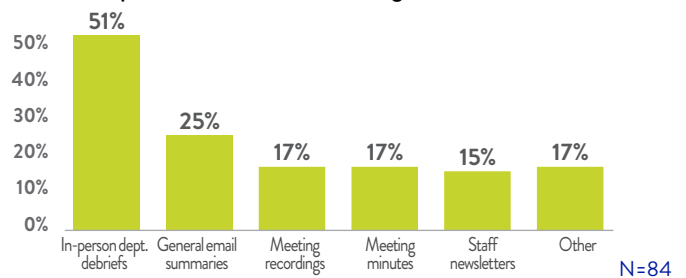
Most Have Monthly or Quarterly All-Staff Meetings

How often does your org convene for all-staff meetings?



Orgs Share Updates in Department Debriefs

How are updates from all-staff meetings recorded and shared?



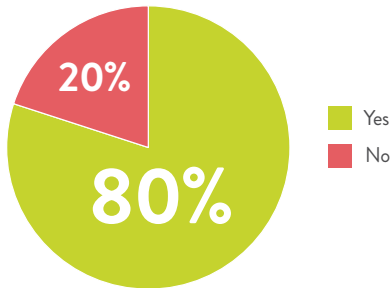
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MEETINGS, TASK FORCE GROUPS, & COMITTEES

Orgs Have Task Force Groups/Staff Committees

Does your org have task force groups or staff committees?



N=90

Many Share Updates Directly with Staff

How do your task force groups/committees share updates with all staff?

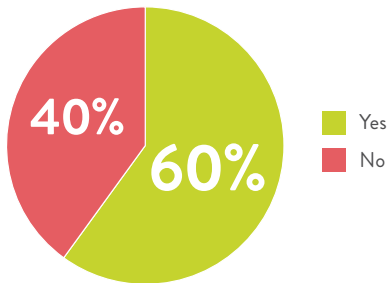


N=61

COMMUNICATING WITH STAFF UNION GROUPS

A Majority Work with Union Employees

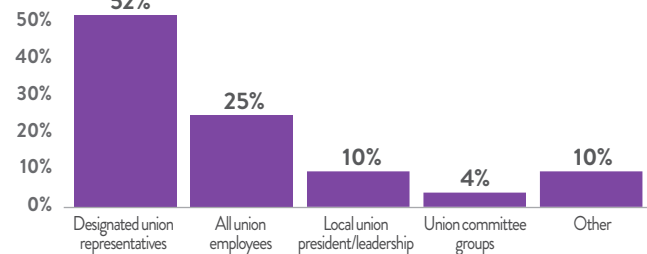
Does your organization work with union employees?



N=89

Orgs Communicate with Designated Union Representatives

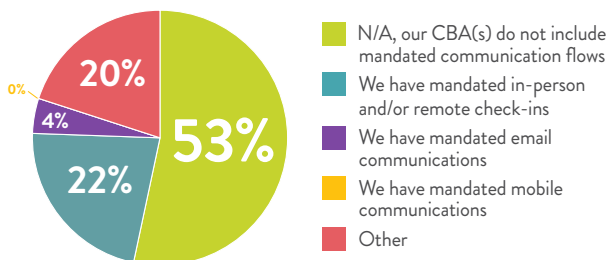
Among union groups, with whom does your org/leadership primarily communicate?



N=52

Most CBA's Do Not Include Mandated Communication

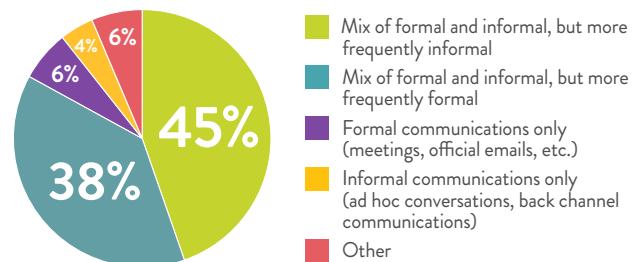
In your org's CBA, do you have mandated communication flows with union members?



N=45

Orgs Communicate with Union Members Formally & Informally

How would you describe your communications model with union members?



N=47

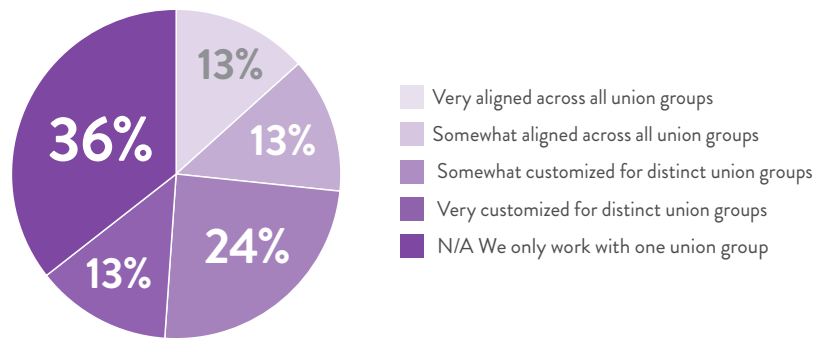
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COMMUNICATING WITH STAFF UNION GROUPS

Content & Cadence of Communication with Union Groups Varies

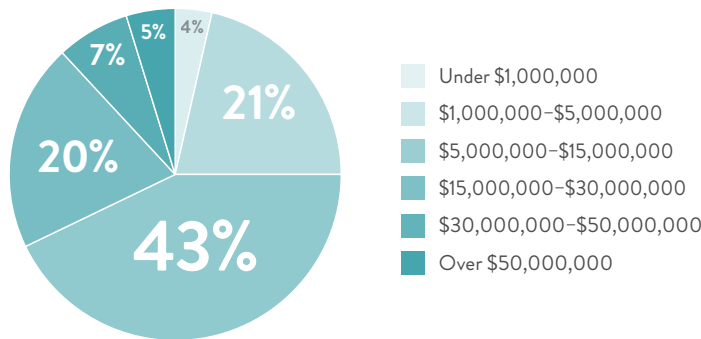
Describe your communications across distinct union groups.



N=45

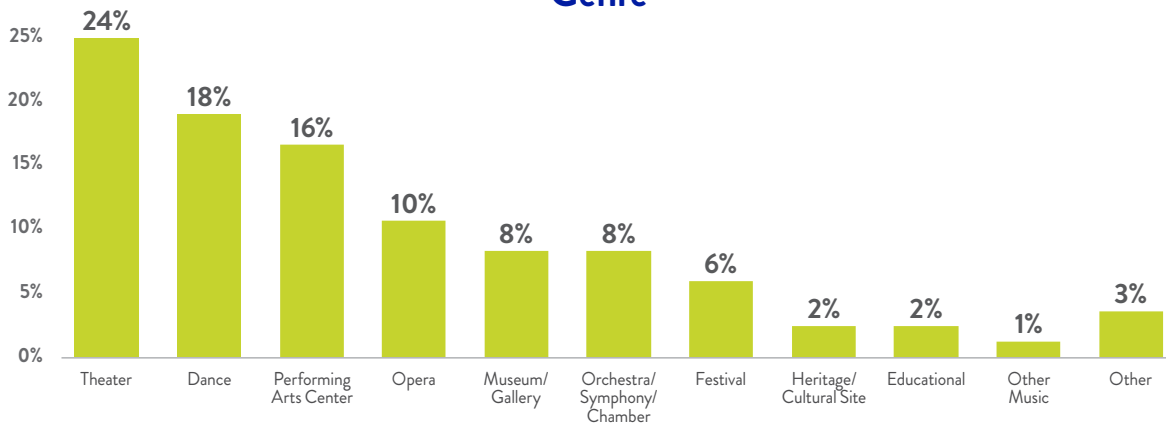
ORGANIZATIONAL INFORMATION

Operating Budget



N=84

Genre



N=87