Organizational change announcement email

Send it right after affected employees and their managers have been briefed in person, and at least a few days before the change takes effect. Never let the email be how an affected person first hears.

COMPANY-WIDE RESTRUCTURE

Subject: Changes to how [Company] is organized

Hi everyone,

I want to share some changes to how we're organized, effective [Effective Date].

What's changing:
- [Change 1, e.g. Customer Support and Customer Success will combine into one Customer Operations team led by Name]
- [Change 2, e.g. The two regional service centers will report to a single Director of Operations]
- [Change 3]

Why: [One or Two Plain Sentences on the Business Reason, e.g. customers were being passed between two teams for the same issue, and handoffs were adding a day to resolution].

What this means for you: most of you will see no change to your role, pay or schedule. Everyone whose role or reporting line is changing has already spoken with their manager today. If you haven't, your role is not changing.

We'll cover this in more detail at [Meeting Name] on [Date and Time], and you can send questions in advance to [Contact or Form]. Your manager and [HR Business Partner Name] are also available this week.

[Executive Name]
[Title]

CHANGE IN REPORTING STRUCTURE

Subject: Reporting change for [Team Name], effective [Effective Date]

Hi team,

From [Effective Date], [Team Name] will report to [New Leader Name], [New Leader Title], instead of [Current Leader Name].

The reason is [Plain Reason]. Your day-to-day work, schedules and pay are not changing. [Current Leader First Name] will stay involved through [Transition Date] to hand over open items.

[New Leader First Name] will join our team meeting on [Date] to introduce themselves and answer questions.

Thanks,
[Sender Name]
[Title]

TEAM MERGER

Subject: [Team A] and [Team B] are combining

Hi all,

As of [Effective Date], [Team A] and [Team B] will become one team, [New Team Name], led by [Leader Name].

What changes:
- One shared queue / backlog for [Work Type]
- A combined weekly meeting on [Day and Time]
- [Tool, Process or Location Change]

What stays the same: your job title, pay, manager [if unchanged] and current schedule.

We know merging teams raises questions about workload and roles. Bring them to [Meeting] on [Date], or to your manager or [HR Contact] any time.

[Sender Name]
[Title]

SHORT VERSION FOR FRONTLINE TEAMS

Subject: Team update: changes from [Effective Date]

Hi team,

Quick update on changes starting [Effective Date]:

- [Change in Plain Words]
- [Who You Go To Now for Schedules, Time Off and Escalations]

Your pay and shifts are not changing. Questions: ask [Supervisor Name] at huddle or email [HR Contact].

[Site Leader Name]

SUBJECT LINE IDEAS

- Changes to how [Company] is organized
- Organizational update: effective [Effective Date]

• Reporting change for [Team Name]

• [Team A] and [Team B] are combining

• Leadership and structure update

• What's changing in [Department] and why

• Team update: changes from [Effective Date]

SMS / WHATSAPP VERSION

Team update from [Site Leader Name]: from [Effective Date], [Change in Plain Words]. Pay and shifts are not changing. Details by email and at huddle on [Date]. Questions: [HR Contact].

Placeholders to replace: [Company], [Effective Date], [Change 1], [Executive Name], [Team Name], [New Leader Name], [New Leader Title], [Current Leader Name], [Transition Date], [Team A], [Team B], [New Team Name], [HR Business Partner Name], [HR Contact], [Meeting Name]