HUMAN RESOURCE MEETING FOLLOW UP SOP



Details of SOP		Details of SOP owner	
SOP no.	**HR/ADMIN 103**	**SOP owner**	**[your Organisation] HR/Admin**
Revision no.		**Approval date**	
Implementation date		**Approved by**	
Last reviewed/ updated		**Reference no.**	

Follow-up on commitments and action areas

The coordination role involves a lot of engagements, discussions and follow-ups. These could be through formal meetings, virtual meetings, conferences, workshops and interactions and discussions. It is important that resultant recommendations, agreements, and action points be followed up for successful environment management.

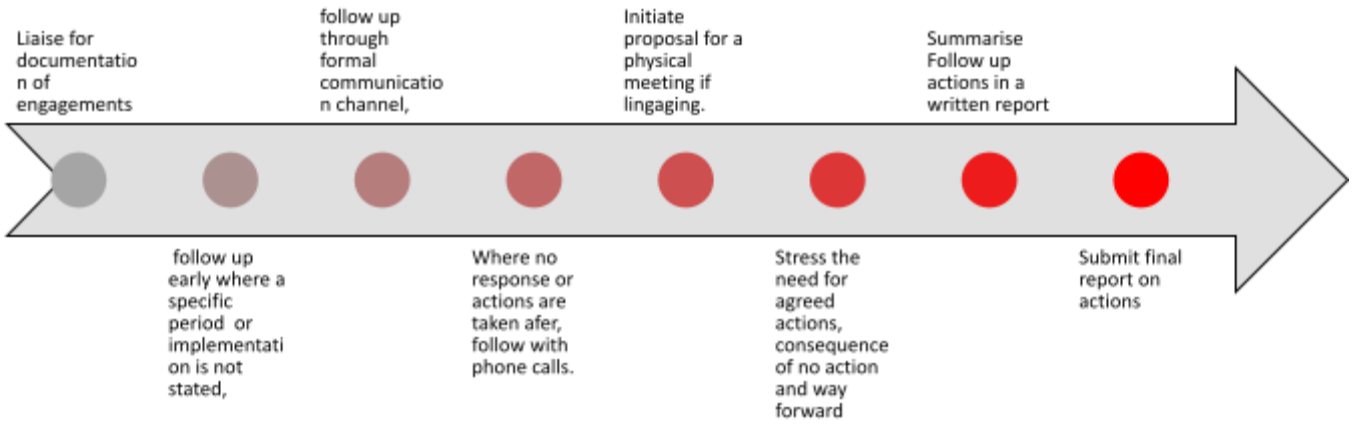
Scope and Purpose

- To provide a follow-up guide on commitments and action areas arising out of engagements.
- To ensure that the would-be written, and verbal commitments are translated into action.

Responsibility

It is the duty and responsibility of both parties that generate commitments and action areas to ensure that follow-up is made up to successful completion. Liaison officers in both principal and lead agencies are expected to ensure that timely follow-ups are made.

Fig 5: Flowchart on Procedure for Meeting Follow-ups



Procedure

1. Liaison officers need to ensure that written or recorded information on engagements, commitments and action areas is available.

2. In cases where a specific period for follow-up or implementation is not stated, liaison officers need to initiate follow-up earlier, at least within two weeks of the engagement.

3. The preferred medium of initial follow-up should be through the use of a formal communication channel, preferably an email, stating the issues for attention. Where applicable, attach relevant documentation and propose a timeline within which action needs to be taken.

4. After a week of the email and where no response or action is taken, a phone call needs to be made referring to the initial email.

5. In cases where progress is not sensed, it is advisable that a proposal for a physical meeting be initiated.

6. During the meeting the liaison officer needs to appreciate the reasons for no response/action. He/she also needs to underline the importance of the agreed actions, and the consequences of no action and explore convenient means of securing action without compromising the original intention.

7. Follow-up actions should be summarized in a written report discussed with the accounting officer of the agency for ownership, guidance, and input.

8. The final report on actions taken should be submitted to the respective agencies involved. The report should indicate actions undertaken considering what was agreed upon, challenges encountered and recommendations.

Procedure for reporting

Written Engagement reports, follow-up emails and final written report on the issue under follow-up