

WORKING WITH OTHERS

Facilitates open and transparent communication

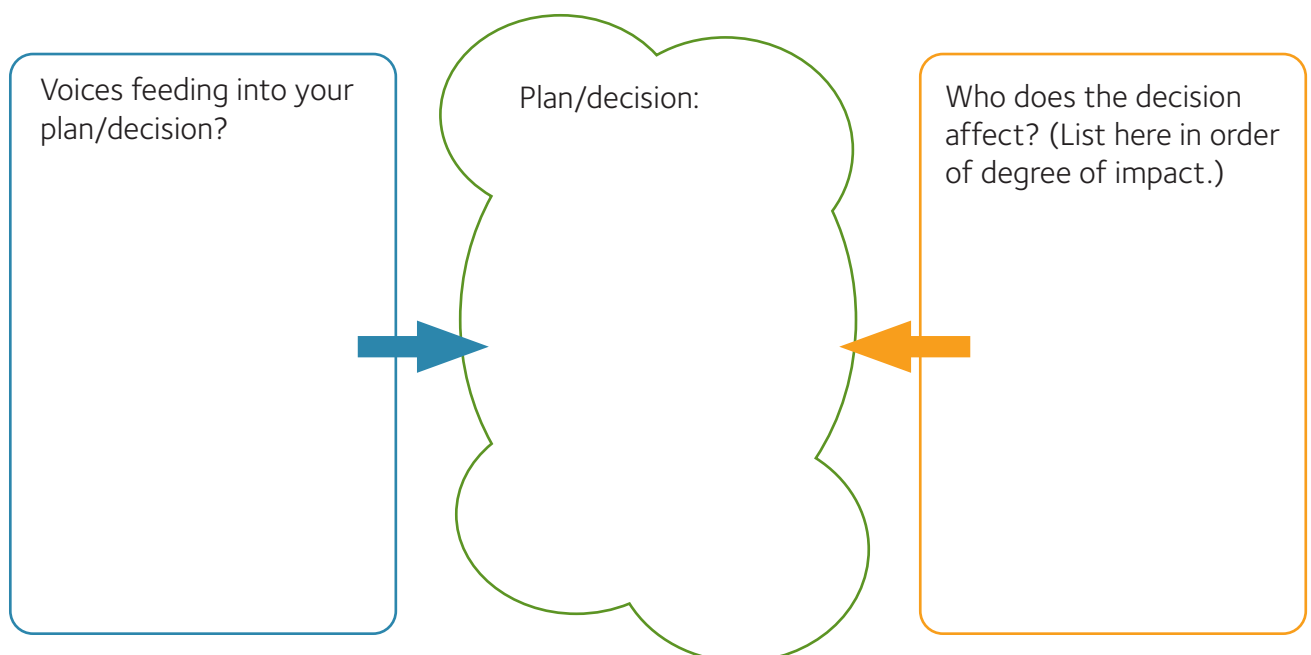
Who speaks, who listens?

Facilitating open and transparent communication is successful when the manager genuinely wants to know what others think and provides the opportunities for them to do so. It is easy to pay lip service to this aspect of leadership. Speaking up is often perceived as a risk and managers need to ensure staff can be confident that making their opinions known will not have a negative impact on them.

Teams that value and exhibit open and transparent communication are less likely to be resistant to change and new ideas. Transparent communication means consultations and idea-sharing is authentic and genuine, and avoid a team feeling like things are being 'done to them'. Given that the success of plans and decisions are dependent on those who deliver the work on the ground, it is worth doing the work up front and involving those who are most likely to be impacted. Managers may feel they have good channels of communication established, but it is worth re-visiting arrangements and evaluating how well they are working.

ACTIVITY

- Choose a decision you are about to take or a plan you are involved in right now. How many voices are feeding into your ideas? Complete the diagram below.





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- How many in the orange box are represented in the blue box?
- What other voices could be usefully present? How can you ensure they are heard? What is your next step?

Notes:

- What other aspects of your work would benefit from the input of additional voices. Who could support you in this?

Notes:

- What channels of communication do you keep open and actively monitor? (Suggestion box, team meetings agenda space, open door policy, etc.) Evaluate their effectiveness. What could you improve? What will you do?

Notes:



Complete the Reflection sheet