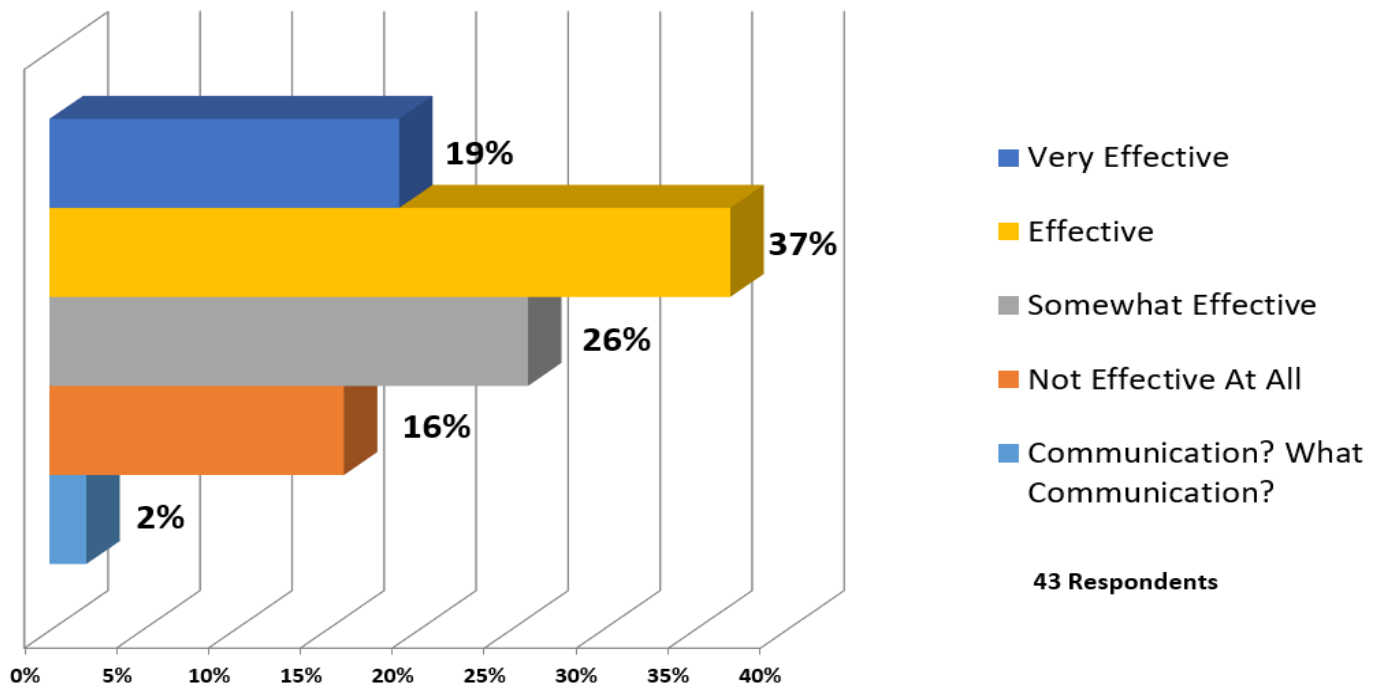


JSAHR Program Question of the Month

March 2018
43 Respondents

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Organization's ability to adapt messaging to employees
based on the objective of communication



As much as we inform employees of upcoming changes, they complain they didn't know or didn't know enough...

Often the lack / void of communication creates problems.

Usually communication is only one-way and not a two-way communication which deprives us of hearing reactions to the issues communicated.

I think sometimes things aren't always communicated properly and that's when things start to get misconstrued, morale issues occur and misconceptions start to form.

Better since I am here

What is one best practice you would share that has made your communication more effective?

Always following up an email communication that contains new information or important information with a quick face-to-face dialogue, training session or phone call depending on the content.

We also use Waggl to obtain periodic employee feedback on how our organization is doing communication-wise.

Face to face communication where possible

When disseminating information to a large group or the whole company, re-read it several times to be sure it is clear, concise, and error free. And if it is something important, best to draft and revisit the next day for final edits before distributing.

Just do it!

Using bullet points to present information rather than in paragraph form. Our employee demographic likes things straight and to the point so putting the most important and pertinent information listed in bullet point format seems to be most effective.

Consider the audience and answer the WHY

Keep it simple

Utilize internal system called Quip which allows more informal and frequent communication between all levels.

We have a communications department.

Regular meetings.

For general, not critical information we use slack - this allows us to push out general announcements easily

Just do it.

It starts with the leaders getting clear on where they want to go, defining a strategy, then communicating that down through the organization. Without any sense of clarity, employees are working off what they think is expected of them which can be different than what is actually expected of them.

I try to keep this in the back of my mind when informing of change: Most likely, management has been discussing the "change" for some time. I think people forget this sometimes when rolling something out. You have to remember that the masses are hearing this for the first time and will react. Be clear, patient and informative as if starting from

It comes from the top down. The CEO is a big proponent of honest, open communication and he accepts nothing less from his mgmt. and staff.

We have implemented the EOS Management System.

Phone recordings

Communication delivered directly from manager and not a memo or from someone distant in the reporting structure.

We use many forms of communication from multiple sources to ensure that it reaches all employees.

Open, honest, frequent feedback and communication

Within HR, we have good communication and that is due to transparency and open communication will all levels within the organization and department.

Consider your audience. So simple, so important yet often ignored.

Communication TVs in employee areas that are updated with newsworthy information and employee recognition information

Focus groups and more regular "live" communications allows for better two-way sharing on issues, concerns as well as successes and company developments.

The blog is useful

subject line in emails- would reflect the content of the communication

Direct communication regarding any misconceptions should always be addressed. Even if the truth might be difficult, it's better to understand the reasoning behind an action or decision rather than have someone formulate their own reasons why something happened (ie passed over for a promotion or didn't respond to an email sent three days ago)

Get ahead of the curve! Be proactive as best as you can

Know your audience & adapt the message to their level

Prepare prior to engaging in difficult subject matter.

Ask to have a communication's primary message repeated back to me

When emailing employees confirming conversation from meetings, I have them respond back that they understand the content and if they have any comments to note them on their response.

Keep the message clear and concise. I try to use short sentences while tailoring the message to the audience. I find bullets help to get my main points across in written communication.