

## Action Plans



### Improve communication within your team

When a business is communicating well internally, its staff feel more engaged and involved. When done badly, it can be something that breeds resentment and confusion. Developing a set of steps which outline a system of communication that suits the individual needs of your business will ensure consistency and prevent many parts of the job your team felt frustrated by.

- **Effort:** Medium
- **Impact:** High

#### How will I know if my Action Plan is working?

Carrying out a staff satisfaction survey will indicate whether your Action Plan is working

#### Actions:

### See what is missing from the way your business communicates internally

- **Impact:** Medium
- **Suggested duration:** 7 days
- **Why this will help:** Analysing your internal communications will help you fill the gaps and engage more of your employees.

### Spend some time learning about how other businesses have gone about creating good communication strategies

- **Impact:** Low
- **Suggested duration:** 3 days
- **Why this will help:** Learning from the experiences and lessons of fellow business leaders is the best way to direct your own improvement efforts.

### Ask your staff what they like and dislike about the way internal communication is facilitated

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** Putting together an employee survey is a great way to establish what's missing from your internal communications. It will flag issues you might not have known exist and help get early buy in for any changes made.

## Action plans



### **Develop a set of helpful guidelines that help teams better communicate, including how to structure meetings, make requests, ask for feedback and make announcements**

- **Impact:** Medium
- **Suggested duration:** 1 day
- **Why this will help:** Creating an engaging communications strategy is vital for the day-to-day running of your business. A company-wide set of guidelines helps maintain consistency and provide a foundation for improvements.

### **Check back in with staff after three months to find out whether the changes that have been implemented are improving the way in which the company as a whole communicates**

- **Impact:** Medium
- **Suggested duration:** 84 days
- **Why this will help:** It's important to track the effectiveness of a particular change and not just assume it's done and dusted – your team will be the ones working by the guidelines day after day so will have the most useful feedback.