Leader Toolkit

Planning to share a business update or change

We are **INSPIRATIONAL** and **COLLABORATIVE** leaders.

We take the lead. We build trust, communicate and support each other.

Why use this tool

How effectively you communicate an update or change with your team or colleagues will influence how comfortable they feel about the changes that will impact them.

Always take a little time to think through and plan the approach you will use to share this information.

When to use this tool

Use this tool when you have an important message about changes to get across.

How to use this tool

1. Identify **what your team needs to know**

   - about the project or initiative
   - in response to concerns people voiced the last time you updated them
   - in response to rumours or stories that are circulating

2. **Think about and plan**

   - the best way to share the information you identify: one-on-one, team meeting, memo, email or other (specify)
   - when you should share the information

Tips

- Use **simple language** and include words associated with the **future, not the past.**
- Use a **consistent message** and explain what the future means for them.
- **Explain why** the change is necessary or desirable. Describe the benefits for customers, for them and for the business and explain **the cost of not changing.**
- If there is information that cannot be given, **be honest and explain why.**
- **Encourage questions.**
- If you don't know the answer, **commit to finding it out and passing it on.**

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Gather and summarise the information that your team needs to know.

	Project or initiatives	What you can usefully share and how you will share it
List *new initiatives that have significance* for the business or your team. (For example, change initiatives, major updates, news or events)		
Jot down *the key concerns of your team* when you last updated them about your project or other developments. (For example, issues or areas for clarification)	**Concerns**	**What you can usefully share and how you will share it**
Jot down *any stories* or *rumours* that are currently circulating in the business or in your area that you need to address.	**Stories or rumours**	**What you can usefully share and how you will share it**

What you want to share Best way & best time ➡	One-on-one	Team meeting	Email	Other	When