

APPENDIX 5

APPENDIX 5 (QIIP, 2009)

Activity 8.1: Conducting a Staff Survey

Preparation:

- Review Part A, Module 8

Activity Time Required:

- 20 minutes

Materials:

- Handouts
- Pens

This activity requires the following handout for participants:

- Communication Audit

Steps:

1. Distribute the *Communication Audit* to all staff members.
2. Analyze the results with a) the team, or b) project leadership.
3. Present the findings to the team. The audit is particularly helpful as an aid in assessing the current state of your team's communication strategies.
4. Have an informal discussion and brainstorming session about the findings:
How does the audit reflect your team's strengths and weaknesses?

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Activity 8.1: Conducting a Staff Survey

Communication Audit

Please rate each of these items on a scale of 1 to 4.

1. A major problem 2. A minor problem 3. Works fairly well 4. Works extremely well

1. Informal communication during the workday	1	2	3	4
2. Interpersonal communication (e.g. active listening, reflecting, giving feedback)	1	2	3	4
3. Timeliness of communications	1	2	3	4
4. Written and verbal communication about administrative issues	1	2	3	4
5. Written, verbal and electronic communications about clients	1	2	3	4
6. Written and verbal communications to clients.	1	2	3	4
7. Communication within teams (intra team)	1	2	3	4
8. Communications with other teams	1	2	3	4
9. Communication across the organization (if it involves more than a single team)	1	2	3	4
10. Use of technology in communication	1	2	3	4
11. External communications	1	2	3	4
12. Inclusiveness of communications	1	2	3	4
13. Information on activities in the FHT	1	2	3	4
14. The dissemination of policies	1	2	3	4

(Building Better Teams, AOHC 2007)

APPENDIX 5

Activity 8.2: A Team Discussion

Preparation:

- Review Part A, Module 8

Activity Time Required:

- 25-30 minutes

Materials:

- Handouts
- Pens

This activity requires the following handouts for participants:

- Communication Audit
- Participant Worksheet

Steps:

1. Have teams conduct the *Communications Audit*.
2. Have teams identify key areas of interest based on the *Communication Audit* results.
3. For each key area, conduct a SWOT analysis using four headings:
 - What are the **Strengths** of our current communications in this/these areas?
 - What are the **Weaknesses** of our current communications in this/these areas?
 - What **Opportunities** exist for us to become more effective, innovative and creative in our communications in this/these areas?
 - What are the **Threats/barriers/challenges** that we need to address to improve our communications in this/these areas?
4. After discussing these questions, have teams identify areas for improvement in communication.

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Activity 8.2: A Team Discussion

Communication Audit

Please rate each of these items on a scale of 1 to 4.

1. A major problem 2. A minor problem 3. Works fairly well 4. Works extremely well

1. Informal communication during the workday	1	2	3	4
2. Interpersonal communication (e.g. active listening, reflecting, giving feedback)	1	2	3	4
3. Timeliness of communications	1	2	3	4
4. Written and verbal communication about administrative issues	1	2	3	4
5. Written, verbal and electronic communications about clients	1	2	3	4
6. Written and verbal communications to clients	1	2	3	4
7. Communication within teams (Intra team)	1	2	3	4
8. Communications with other teams	1	2	3	4
9. Communication across the organization (if it involves more than a single team)	1	2	3	4
10. Use of technology in communication	1	2	3	4
11. External communications	1	2	3	4
12. Inclusiveness of communications	1	2	3	4
13. Information on activities in the FHT	1	2	3	4
14. The dissemination of policies	1	2	3	4

(Building Better Teams, AOHC 2007)

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Activity 8.2: A Team Discussion

Participant Worksheet

Step 1-Complete the *Communications Audit*.

Step 2-Conduct a *SWOT analysis* of the themes you come up with in the *Communications Audit*. Answer the following questions:

1. What are the **Strengths** of our current communications in this/these areas?

2. What are the **Weaknesses** of our current communications in this/these areas?

3. What **Opportunities** exist for us to become more effective, innovative and creative in our communications in this/these areas?

4. What are the **Threats /barriers/challenges** that we need to address to improve our communications in this/these areas?

Step 3- Based on the outcome of the SWOT Analysis, identify areas for improvement in the way your team communicates.

APPENDIX 5

Activity 8.3: Developing a Communications Plan

Preparation:

- Review Part A, Module 8

Activity Time Required:

- 30-35 minutes, plus follow-up at future meetings.

Materials:

- Handouts
- Pens

This activity requires the following handouts for participants:

- Participant Worksheet

Steps:

1. Conduct a communications review with your group (see activity 8.2).
2. With the results, introduce a discussion to achieve consensus about the priority areas for improvement.
3. Create a communications improvement plan based on your discussion: Identify where the team wants to start, how they will measure success and then look at the specific plan.
4. As with other aspects of improving the quality of work in the FHT, make sure the changes to be implemented are small, attainable and that someone has responsibility for following through with them.
5. Follow-up: After implementing a change, review it immediately. Look at lessons learnt and next steps, so that improving communication becomes a continuing process. Once the team feels they have got it right, they can look at how this new approach can be standardized.
6. Create a written workplan that highlights the decisions made. This could be circulated to all team members in order ensure follow through on decisions made.

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Activity 8.3: Developing a Communications Plan

Participant Worksheet

Step 1: After completing a communications review with your group, discuss what you think are the priority areas for improvement in communication.

Step 2: Creating a communications improvement plan:

1. How do you want to start improving communication? (i.e. what kinds of small steps could you take? Who would be responsible for these steps?)

2. How will you measure success?

3. How would this translate into a specific communications plan?