

Tips for Leadership Communications

1 Be Proactive.

Take the initiative to reach out. If you don't have the information you need, find it or promise to follow-up.

2 Be Timely.

Communicate as much as you can, as soon as you can.

3 Favour Face-2-Face.

Wherever possible, communicate in person through conversations, meetings or just walking around.

4 Listen.

Remember that communications is about exchange and dialogue – listen for cues and adjust your message as needed.

5 Know the Message.

Understand the reason for communicating. Is it for information, or do you need commitment?

6 360° Thinking.

Consider who would benefit from information broadly – up, down and across the organization.

7 Be Consistent.

Ensure you deliver the same message as your colleagues. Focus on repetition and consistency.

8 Be Relevant.

Tailor the content to make the information applicable to your audience.