

# Tips for Managers

## 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.

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## 2 Be Timely.

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

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## 3 Favour Face-2-Face.

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

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## 4 Listen.

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

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## 5 Know the Message.

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

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## 6 360° Thinking.

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

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## 7 Be Consistent.

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

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## 8 Be Relevant.

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