

Colleagues should prioritise in-person communication, or if not feasible then via virtual call where practicable; be mindful of colleagues availability and priorities.

As a default meetings should be face-to-face, with a follow up email acknowledging key actions or information points as required.

Consider the different viewpoints and approaches of individuals and strive to adapt communication accordingly to achieve the best outcome.

Allow a safe and welcoming environment; consider the best location for the meeting i.e. in the office, off-site, online at your desk or in a meeting room.

Provide constructive feedback.

It is okay to say you do not understand and request clarification.

LRHA strives for a no-blame culture; staff are safe to admit mistakes and will work to collaboratively seek solutions and identify how to avoid similar situations in the future.

When practicable, agendas will be sent in advance of meetings to allow preparation time; meeting Chairs should be identified in advance and rotated if practicable.

Ensure conversations allow for contributions from all meeting attendees; create a meeting environment that is comfortable for all attendees e.g. ensuring there is time for questions, ensure all attendees have relevant information.

Consider whether an in-person or virtual conversation would be preferable to an email prior to sending.

Remember that emails are a formal record and audit trail; language, tone and grammar should all be considered before sending.

Ensure that you are mindful of and able to justify who is being copied into emails. Where there are multiple participants consider if a meeting would be more effective.

Take reasonable time to respectfully digest the information included in an email before responding.

Be courteous in your email response; respond providing all information requested, to not respond reactively, and respond in a timely manner acknowledging the impact of delayed or incomplete responses on colleagues work streams.

Following certain work streams consider a 'lessons learned' reflection that partly focuses on the communication throughout the process.