

# 5 TIPS TO IMPROVE TEAM COMMUNICATION

01

## CLEAR COMMUNICATION CHANNELS



This can include e-mails, phone call, messaging, Slack, video conferencing tools, project management software, or other reliable channels.

How to implement: Ensure everyone knows which channels to use for urgent/non-urgent work, and regularly update these channels to ensure they are effective and that everyone is kept abreast.

Example: Use Slack for updates and quick questions, and e-mails for more detailed information and reports, and Zoom or Teams for team meetings.



## PROMOTE ACTIVE LISTENING

02

Encourage team members to practice active listening during conversations. This involves fully concentrating, understanding, responding (not just reacting, BIG DIFFERENCE) and remembering what's been said.

How to implement: Encourage your team to use active listening techniques, such as making eye contact, nodding, summarising what the other person has said asking clarifying questions.

Example: During meeting ask team members to summarise the key points of the discussion to ensure understanding and that action plans are implemented as intended.



03

## CONSTRUCTIVE FEEDBACK



Foster an environment where constructive feedback is given and received. Try to keep feedback specific, actionable and delivered in a supportive manner.

How to implement: Use the 'Feedback Sandwich Method', where positive feedback is followed by constructive criticism, and concluded with another positive point or means of support.

Example: After a project or assignment, conduct a feedback session where members can share what went well and what could be improved, using specific examples.

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## OPEN AND TRANSPARENT COMMUNICATION

04



Build a culture of openness where members feel safe to share their thoughts, ideas and concerns, without fear of retribution.

How to implement: Lead by example to share information openly and honestly with your team. Encourage questions and discussions and address issues promptly.

Example: Hold regular meetings where members can ask leadership and other questions which they consider important and share feedback openly.

## 05 LEVERAGE COACHING



Use coaching sessions to improve communication skills and build stronger relationships amongst team members. Coaching can provide personalised feedback and development plans tailored to individual and team needs.

How to implement: Get a reputable coach and train internal leaders to assist in providing individual and team coaching sessions to specifically address communication skills, conflict resolution, and team dynamics.

Example: Implement a coaching program where individual members and the team as a collective address communication and relevant challenges they face. It remains important that coaching is focused on the team's key performance outcomes and that decisions and actions are regularly measured for the duration of the coaching journey to encourage change and learning.



I HOPE YOU FOUND THESE TIPS  
HELPFUL

GERRY