# Checklist of different communication and engagement preferences

- **Give information face-to-face in large groups**, with **enough space and time for discussion and questions**
- **Tell people how they can offer comments, concerns and suggestions**, with a clear time frame for doing so

- **Give specific data** about what is not working and how the proposed changes will respond to that
- **Include the how, when and who** information with specific detail

- **Provide the logic** behind the changes, including **alternatives** you considered, with the **pros and cons** and invite critique
- **Clarify the fair and equitable way** changes will be implemented, including the process for making decisions

- **Set out the goals, time frame and plans** clearly (and keep repeating this)
- **Set checkpoints** at which **progress and direction** will be evaluated and any changes made - then provide updates to stakeholders.

- **Give information in writing well before** any workshops or meetings
- **Offer to hear from people both in group sessions and by e-mail or in one-to-one meetings**

- **Give the big picture**, the wider situation that explains why the change decisions need to be made
- **Include the overall high-level plan**, the general direction with milestones and the end point.

- **Explain the fundamental, human values** that drive the change plans and invite discussion
- **Clarify how the emotional needs of people** during the change will be respected and addressed

- **Define the ‘rules of the game’** - what’s already been decided, what’s still open to discussion
- **Actively seek feedback and people’s experiences** as the plan progresses (to be used at these evaluation points)

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**About HALO Psychology**

We help public sector managers and organisations overcome the most difficult problems in the workplace. Our services are three-fold: Change consultancy; leadership and management development; and OD services such as executive coaching. To find out how we can help you visit [www.halopsychology.com](http://www.halopsychology.com) or email [hayley@halopsychology.com](mailto:hayley@halopsychology.com)