

# An evidence-based checklist for improving communication

<b>1. FAMILIARITY</b>	How well do team members know each other? How well do you know each person in your team and how well do they know you? What team building and development activity have you scheduled in for the year ahead?
<b>2. FREQUENCY</b>	Have you checked if you are communicating too much, too little or just right? Have you checked tone and content are appropriate for the message? Have you developed some ground rules for team communication? Does your team connect regularly enough?
<b>3. QUALITY</b>	Have you checked for that what you're saying or asking is understood? Have you tested whether team members can recall key messages?
<b>4. INSIDE</b>	How do team members talk to each other? How respectful are people to each other? How open are people with each other? Do people proactively share knowledge and expertise?
<b>5. OUTSIDE</b>	How well does your team communicate with other teams? Are there some teams that yours engages with better than others? What can you learn from this?