

## Top tips for internal communications

1. Think before you communicate. Stop and ask yourself what is the **purpose** of the communication?
2. **Plan** for communication. Have a communications strategy for your office/ dept or business. What needs communicating and why, to who, where, when and how are you going to do it?
3. Understand that communication is not just about giving information, it's about receiving it as well – listening to other peoples contribution, concerns and ideas.
4. Bear in mind that roughly 7% of the message is received via the **words**, 38% from **tone of voice** and 55% via **body language** (mostly eye contact). All you can give in an e mail is the words, so if you have a really important message to communicate do it by phone or even better face to face.
5. Think through ..... ***your communication is the response you get.*** For instance, if you always communicate by memo and don't get much response then you are not communicating effectively. Try a different approach and check out the response.
6. Try to avoid adding to the mass of e mails out there (check out top tips for e mailing)
7. Be aware of the voice inside your head - the one that never shuts up! That voice, your **background conversation**, is interfering with your listening. I find noticing my breathing helps still my mind so I can listen better.
8. Factor in that most people want to hear about change that affects them from their direct line manager – Road show events to 200 people are expensive and not that effective.
9. Help your colleagues with their communication – if it is not working for you then responsibly and constructively tell them and, if they are up for it, discuss ways to improve their effectiveness. Don't just ignore or bin their efforts otherwise you will end up with what you have already got.