**MANAGING AGILE ORGANISATIONS AND PEOPLE**

**Learning Outcome 3: ACTIVITY 12**

**SMALL GROUP ACTIVITY**

## **Communication channels**

Read the following case study:

In a recent staff survey conducted at the local Health Board, communication was criticised. Staff reported a lack of understanding about the strategic direction, stated that senior manager were not visible and even when seen would only talk or discuss issues with other departmental managers, behind closed doors.

Important messages are communicated via the staff notice boards or through orchestrated site meetings which never allow enough time for questions and discussion. Staff are aware that the Health Board has a number of issues it needs to face and have some ideas to change practise however are unable to voice these. Even when these are discussed with the line manager, the answer is always “I’ll need to take that to...” but nothing more is ever heard. As a result gossip and rumour is rife.

Working in your group, develop a short presentation which outlines the approach you would take to open up communication. The presentation should include reasons for and benefits of a range of informal and formal communication methods you would introduce to improve the current position.

You have 20 minutes to prepare the presentation which should last for no more than 5 minutes.