

# 3 Spires Learning

## *3 Spires “Light” Learning Team Leader Toolkit - Employee Engagement*



## *Communicating With Our People – Communicating With Your Team*

*“Developing Tomorrows Leaders”*

# Communicating With Our People

## *“Communicating With Your Team”*

### How To Use This Toolkit

Different team leaders are at different stages and this toolkit provides a basic guide from which team leaders can pick and choose topics they need support on.

Working successfully in teams does not necessarily come naturally to many of us; it is an acquired skill in need of guidance and support.

This toolkit provides practical hints and tips on areas such as team leadership, performance and communication.

It aims to aid managers when they are looking for practical ideas on how to address issues raised in everyday situations.

Each section covers the following areas:

1. Using this section
2. Practical hints and tips
3. Comments from top scoring managers
4. Questions for you

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## Using This Section

Regular and positive communications benefit all elements of team engagement as it proves the single most important element in managing others.

Along with the information people need to do their jobs other forms of communication that need to be incorporated include business direction, customer feedback, team performance and local team news.

Leading managers constantly reinforce the key messages and check their teams' understanding of these.

## Practical Hints And Tips

- The face-to-face team meeting and one to ones are a simple way for managers to pass on news and performance data, to give recognition and ask and be asked questions.
- Face to face meetings enable managers to demonstrate their continual commitment to key issues e.g. customer service, personal development, teamwork etc.
- Delegation of organising and managing the meetings can make them more interesting and be used to develop members of the team.
- Where team meetings are not possible more time and investment may need to be put into other methods of communication to achieve the same impact.
- Don't rely too much on email and written communication!
- 'Walk the floor' and talk to people regularly to demonstrate your visibility and accessibility.
- One thing that sets our most engaging managers apart from the rest is their total commitment to excellent customer service. They set the very highest standards of service and are enthusiastic to the point of being passionate. They encourage the team to take pride and responsibility for the service they provide.
- An important element of great customer service is ensuring a team understands what it means; why customer service is important and how good they are at delivering great service to customers.

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***"I do speak to them every day - maybe only 5 minutes at a time - it's important to communicate information within that time scale."***

***"I don't manage by email. If you want to discuss something as a team I'll send an email about the issue but then get them together or ring them to discuss."***

***"I make sure I have a half hour one to one over the phone every week as my direct reports work in different sites."***

### **Questions For You**

1. Do you sometimes take the easy route and communicate by email rather than personally?
2. How much time do you spend 'walking about' talking with each individual member of your team?
3. Do you ask them if they were the customers, how would they rate the service you offer?

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