

Communications and Engagement Guidance



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Introduction and background

The importance of communication and engagement

- Our people are most affected by change in our business. We need to create a more positive environment for change where they feel involved and informed to avoid them feeling as if change is done to them.
- For formal change programmes such as organisational restructures, HR and Communications will need to be involved from the beginning. If you are embarking upon a formal change programme, please ensure you have brought your communications business partner in to the project planning at an early stage.
- For change programmes where you may not necessarily have the support of a Communications Business Partner, we have put together tools and templates that can help you to communicate your change and engage with your people.

Introduction and background

Contacts

- Guidance and tools can be found on the BCF pages but further support may be provided.
- If you aren't sure which communications business partners would support you through change, then please contact one of the Head Business Partners below who will be able to put you in touch with the right member of their teams.

Heather Wagoner – London Underground

Jane Leaker – CPD and Rail

Emma Croxall – Surface

Mark Tiffany – Specialist Services