# Your communications checklist

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| **Activity period** | **Activity** | **Completed** |
| BEFORE | Read through all your materials |  |
| Do you know WHAT change is happening, WHEN it is happening, WHY it is happening and HOW it is happening? |  |
| Who is affected by the change? How are they impacted? Who is likely to support / not support the change? |  |
| Set the date and time for when you will communicate. |  |
| Decide how you will communicate (email, teleconference, meeting etc). Do you need to meet with individuals or as a team? |  |
| Check availability of participants (if required) |  |
| Organise a teleconference call with telephone services (if required) |  |
| Book meeting rooms |  |
| Send invitations to your people (if required). Consider a poster in a communal room or email to everyone. |  |
| Prepare bullet points for what you want to say in the meeting. |  |
|  | Prepare answers to any questions you are likely to be asked. |  |
| DURING | Set out clearly the purpose of the meeting / email / teleconference at the beginning |  |
| Give opportunity for questions / feedback. Write down any questions you will need to follow-up with more information. |  |
|  | If possible, let people know when you will next be communicating (either date of next meeting or when you will have new information). |  |
| AFTER | Check you have reached everyone with your communication – and follow-up with those not on shift / on annual leave / on extended leave. |  |
| Confirm information in an email to all those impacted (remember to spell check, grammar check and have someone else do a second review) |  |
| Respond to any questions raised during any meetings / over email |  |
|  | Review: What went well? What didn’t go well? Which team members still have questions and concerns? Is there anything you could do differently next time? |  |