

Notes



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How can we make our business healthy on the inside?

- 1) Find out the best way to keep staff updated, this might be in the form of regular newsletters, bulletins, weekly meetings or even daily stand up meetings. The method of delivery will depend on the business and people within the business. Don't just assume that an email is the best solution.
- 2) Make sure your staff are "onside" and feel part of the team that they understand the senior management team's aspirations, ambitions and target. Don't assume that they "just know".
- 3) It's important that everyone in the business understands the "big picture". Get your departments talking to each other. Make sure everyone knows where responsibilities lie and who does what.
- 4) Have personal development appraisals so staff are receiving effective feedback and training is identified to ensure currency of practice.
- 5) Train your leaders to be effective leaders who understand how to communicate.
- 6) Respond to staff surveys when they happen, not at some point in the distant future. Show that you are listening to your staff.

Leadership and Management



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