

Tips for Communicating Decisions to Staff After Consultation



Communicating the outcomes of consultative and cooperative opportunities with staff regarding strategic directions and change should be motivating for staff.

It is an opportunity for them to feel like their feedback has been carefully reviewed, considered and acted upon (where possible).

To ensure your staff feel involved in the process and your communication to tie up the result of their feedback runs smoothly, consider the following ideas:

- ☐ **Remind staff of the consultative opportunity offered:** the purpose, vision and plans
- ☐ **Outline the method for seeking feedback,** observations and ideas and that the leadership and/or team has worked to review all of the themes and trends in this data
- ☐ **Acknowledge contributions:** Begin by acknowledging the staff's valuable input and commitment to the school's evolution/improvement
- ☐ **Highlight positive findings:** Emphasise and celebrate the positive aspects and achievements of the consultative process
- ☐ **Acknowledge concerns:** Address areas of concern or disappointment with empathy, recognising that these are opportunities for growth and your commitment as a school
- ☐ Inform staff that all key and recurring themes or feedback have been considered and categorised into:
 - *Suggestions can be easily actioned now (or have already been actioned)*
 - *Suggestions what can be implemented in the future but may require planning*
 - *Suggestions what can't be actioned (and why)*

See the next page for an example of how to categorise your feedback for ease of communication back to staff.

Tips to successfully and effectively communicate outcomes to your staff:

- ☐ Communicate the categorised suggestions/findings with positivity, optimism and future focused language (resist the urge to over defend/justify things you are already doing or have done). Remind staff that positive change is possible with planned action and joint commitment
- ☐ Be transparent about the limitations and constraints, explaining why particular suggestions or issues might not be immediately actionable or actionable at all
- ☐ Encourage open dialogue by welcoming questions, concerns, and feedback during the communication session
- ☐ Emphasise that staff wellbeing/school improvement are collective efforts, requiring everyone's involvement
- ☐ Establish feedback mechanisms for staff to share their thoughts on any further proposed actions and initiatives (i.e. This will be left on display or emailed to you, please send any feedback by X date)

- ☐ Tailor your messages to different staff groups, teams or individuals, recognising their unique concerns and contributions.
- ☐ Consider following up with specific staff and groups (i.e. non-teaching or administration staff)
- ☐ Regularly celebrate small successes and milestones achieved in implementing wellbeing initiatives
- ☐ Make your feedback visible for staff (display or post)
- ☐ Be open and accepting that staff don't know of many of the actions happening behind the scenes and they may just need to be given a new perspective
- ☐ Remember that all staff are at different points of the "Change Path" and you will likely have a group of cynics or those staff who are fearful of change. Your goal is to build a change momentum step by step
- ☐ Clearly communicate the timeframe for implementing changes and manage expectations accordingly

Categorising Feedback

Example Activity

	Easy to action suggested changes that we can likely implement soon:	Changes that we can consider implementing but may require some strategy, process and planning:	Suggested changes that we will be unlikely to fulfill and the reasons why:
Communication	Offering diverse ways for staff to consult on some whole schools, where feasible Sending out meeting agendas the weekend before Event information being sent out at least 1 week before A focus on leadership unification of plans, events and school direction Staff Planner available to all staff - a focus on keeping it as up to date as possible Shorter morning briefings - A focus on streamlining and optimising meetings and leadership capabilities in meeting agendas Continue: Wellbeing focus + development for staff: Wellbeing initiatives, Friday activity time More team building and bonding - that is happening already Flexible Work Arrangements - 1 day at home for planning time (e.g., in PD week at start of year) - A full day for planning in January More planning time - Reduced period down for more planning time Flexible work arrangements (e.g. early finish during end of day planning periods) - this is in place already (in the break we are more flexible) Can leave early some days	Too many changes - Implementation and review of change management frameworks to support staff with change and enhance college practices Staff wanting more involvement - Develop/enhance and use consultative processes in place to provide feedback More role clarity - Provide more clarity on roles and responsibilities for all staff Teaching outside expertise - Streamlining of faculty meetings. Relief or teaching in areas that are unfamiliar - Leaders addressing	Multiple communication channels - Technology doesn't allow for one platform yet Changing curriculum - Systemic directive Moving offices and rooms More permanent admin and support staff - Linked to enrolments
Culture	Review the current meeting format in response to staff feedback of wanting to mix across the college Wellbeing/Walking/Social days - Provide more autonomy here Leadership communication and making decisions - Seek staff input before introducing a new program	Provide communication behind the devotion time choices to staff People management - Ongoing focus and development with leaders Gossiping and too much talking behind back in secondary - Developing shared communication expectation and norms for all staff Encouraging Collaboration and Sharing: Collaboration across areas - Looking into PLC across the whole school (high school) - more collaborative opportunities (less top down)	Meeting space change - We can't be squeezing 60-70 staff into a space. We can address it other ways Teaching outside expertise - Linked to staff shortages Time allocation → too many admin tasks & operational tasks - Linked to staff shortages
Workload	Improving meeting - Focus on productive meetings Focus on time for more collaboration and planning, where possible Flexible time arrangements to leave earlier	Unplanned Projects and Jobs - Work as a leadership team to be more mindful of workload during planning and ideas phases Explore PD on workload management and productivity Inefficient Processes and Procedures - Addressing ineffective processes - by finding out where they are inconsistent and how to improve	