

The impact of effective communication and feedback in your organisation





Does this remind you of any workplaces you know?

HR don't see the full picture...

Leaders hear 'selected' truth...

Employees don't want to speak up...

POLL

Mind the gap!

What % of problems experienced by workers do you think the senior leadership team were aware of?

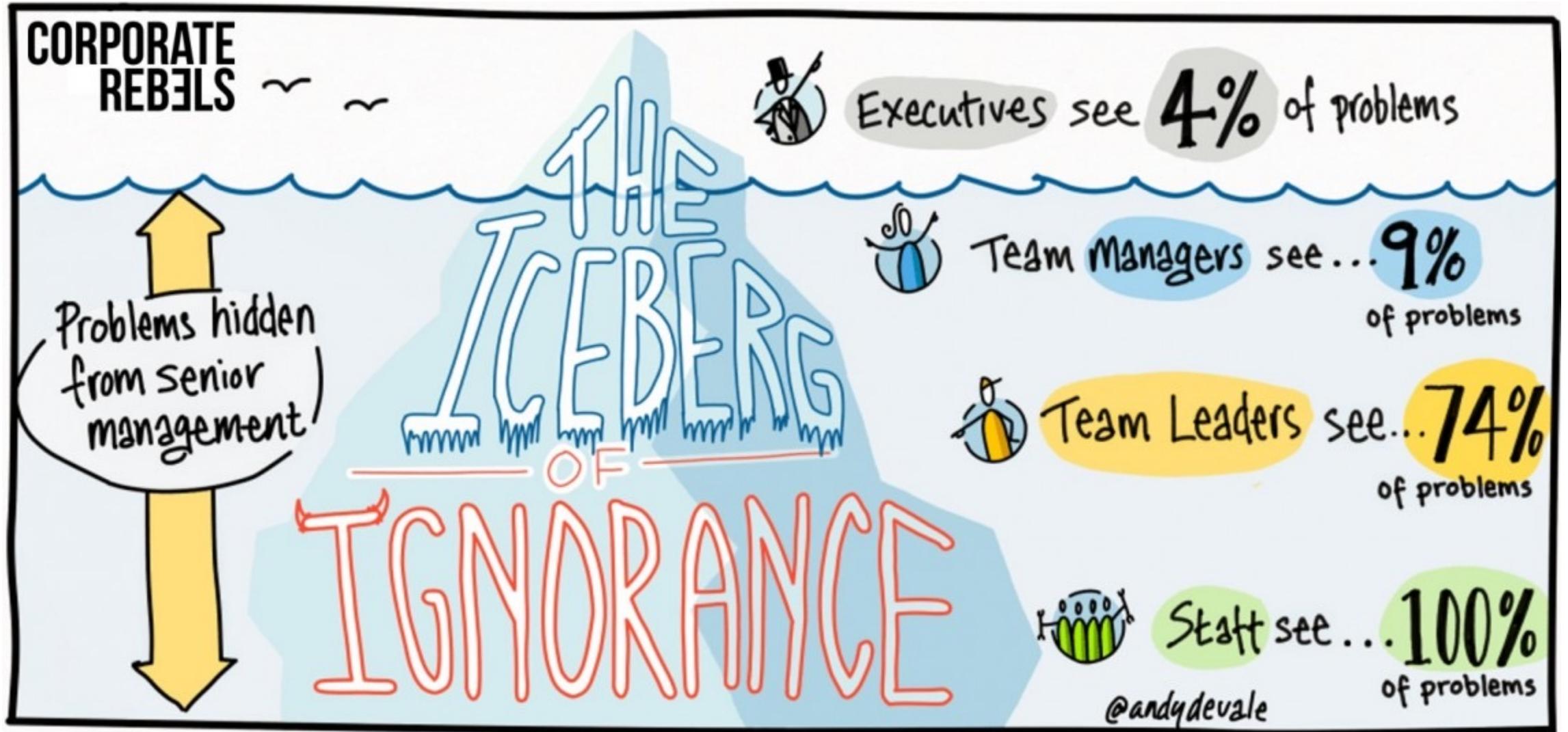
67%

50%

4%

22%

The result? An 'iceberg' of ignorance



How can we...

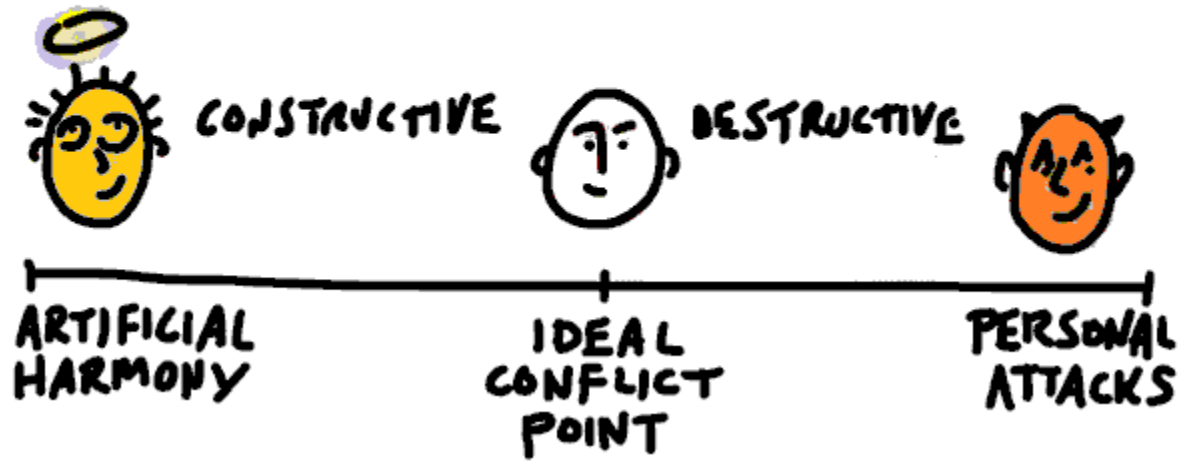
speak up ourselves about what would make a difference for the better?

open better conversations between managers and employees?

hear what people really think about our workplace?

How honest and open is your workplace?

LENCIONI'S CONFLICT CONTINUUM



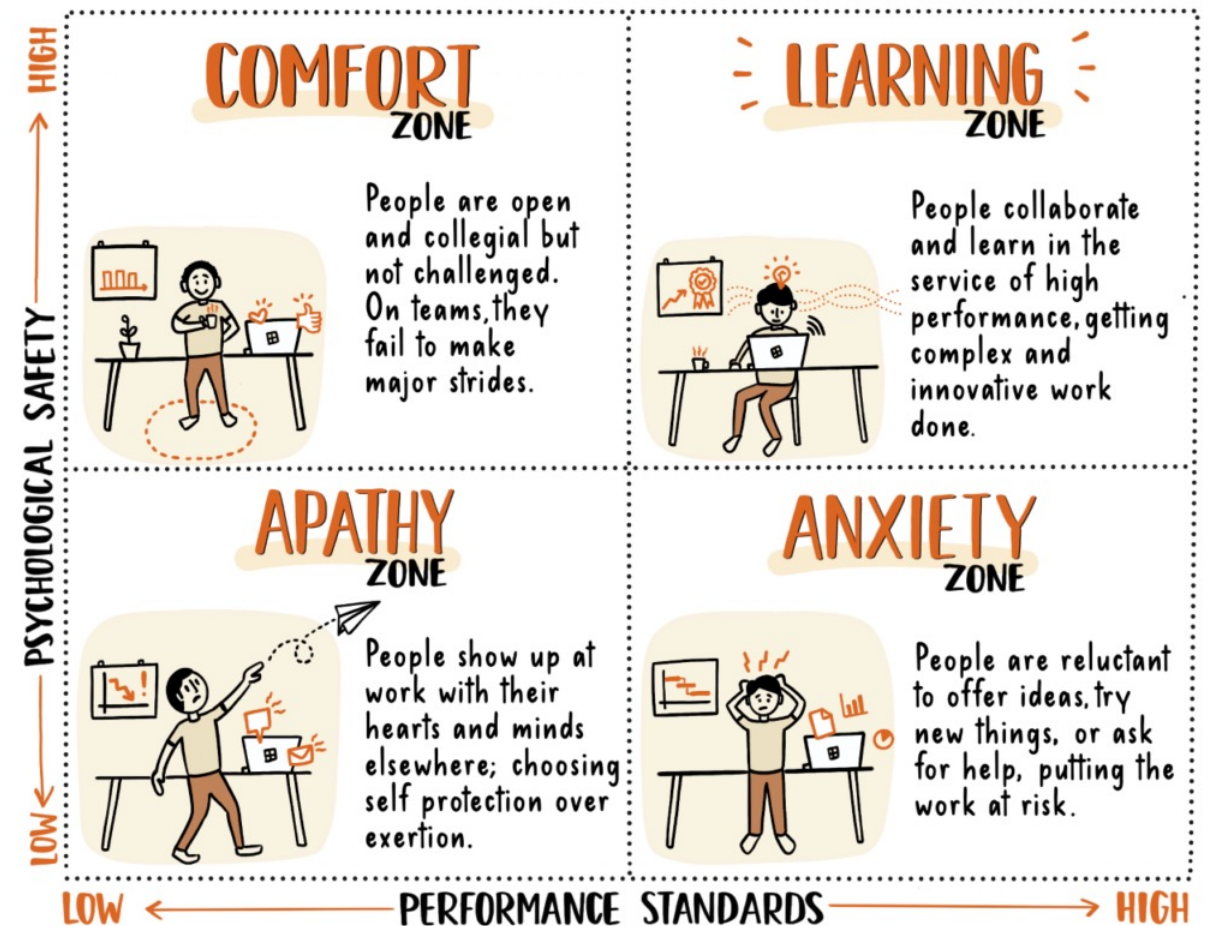
Closing the gap in communication requires..

Psychological safety and Trust
Listening skills
Rapport
The right environment
Leaders being 'real'
What else..?

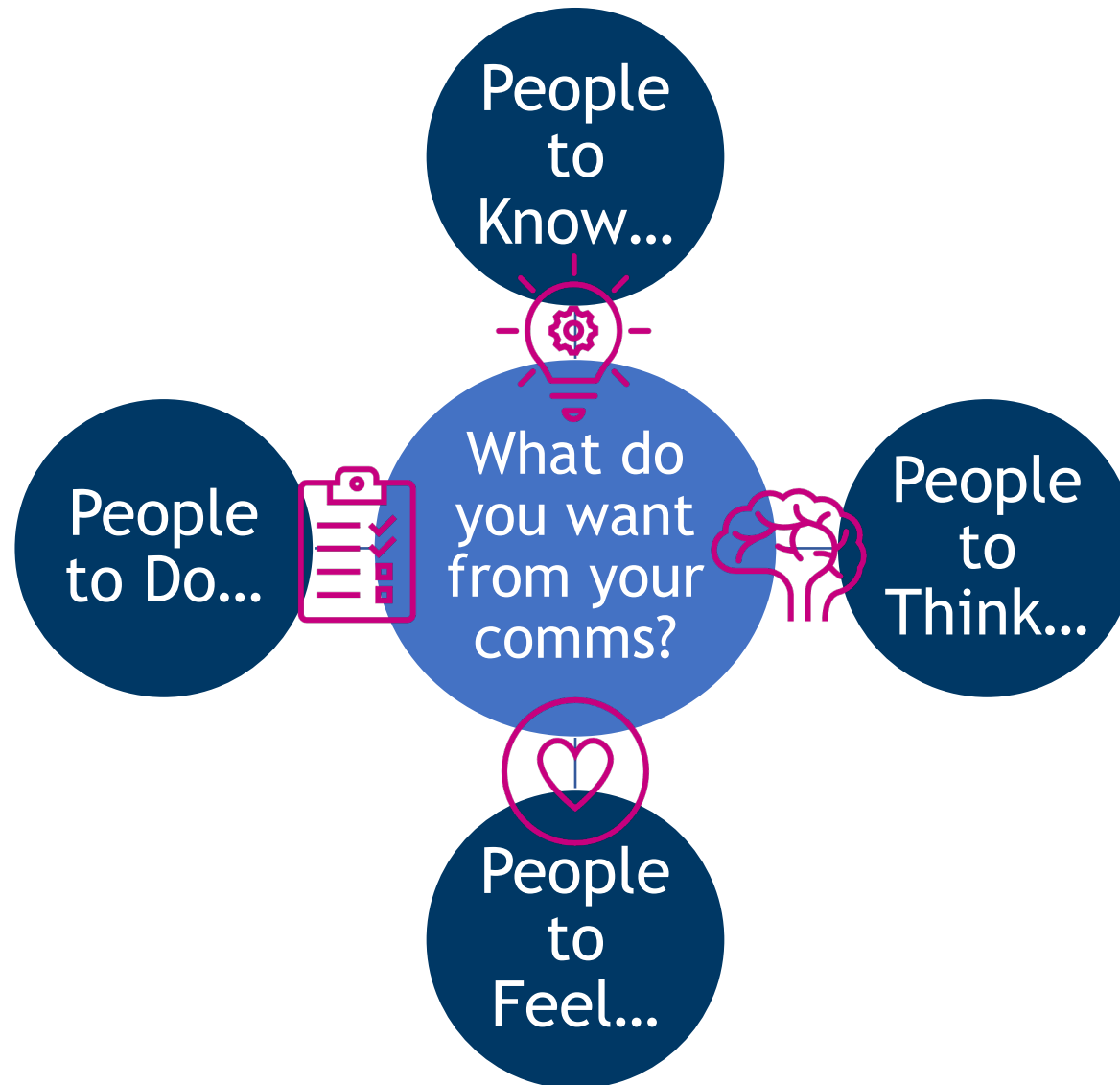


HOW
psychological safety
RELATES TO PERFORMANCE STANDARDS

AMY EDMONDSON



Communication to people in an organisation...



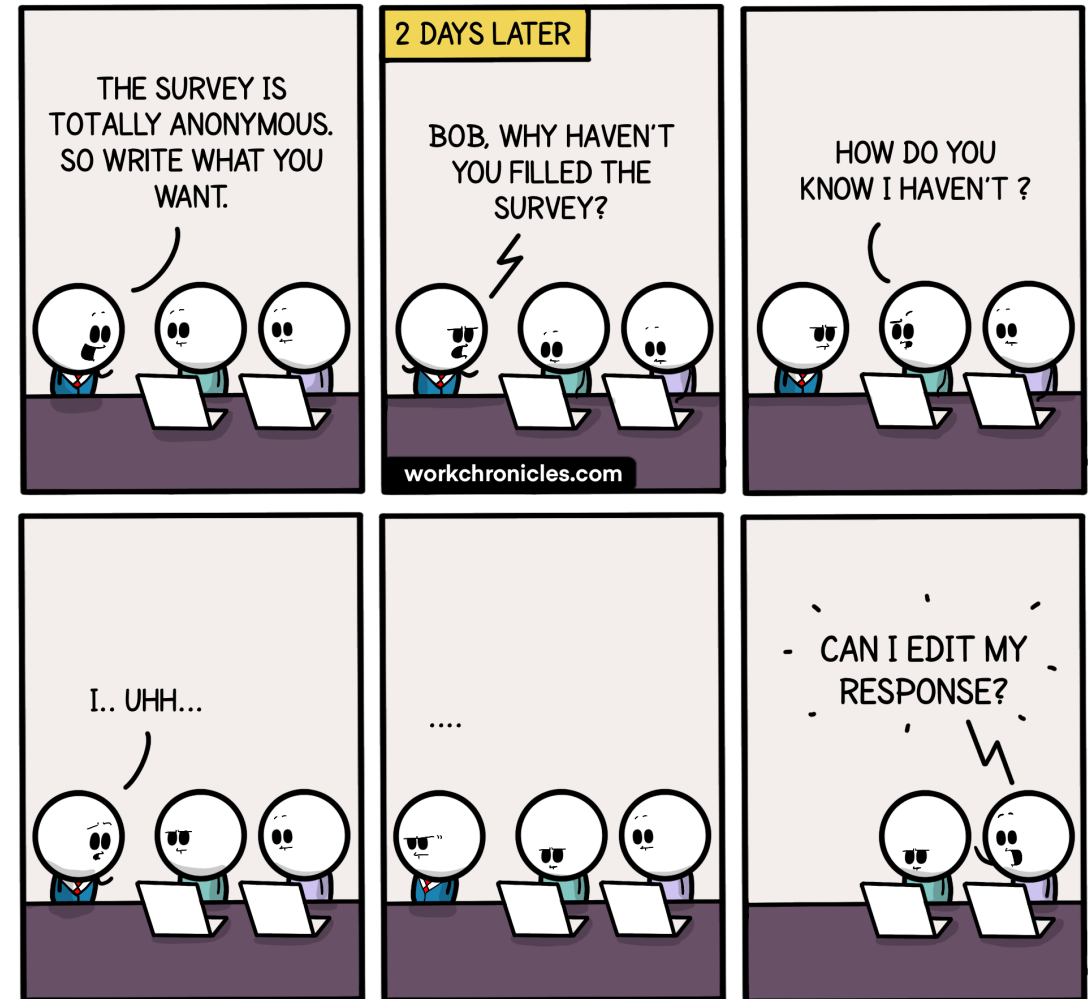
... And listening back

Get creative and find a solution which works for you

We use a 'You said, We did' approach, and always acknowledge and return to feedback given

Anonymity can support psychological safety

Over communicating > under-communicating!



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The impact?

27% reduction in turnover

76% more engagement

50% more productivity

57% more likely to collaborate

29% more life satisfaction

"Our lives succeed or fail gradually, then suddenly, one conversation at a time.

While no single conversation is guaranteed to change the trajectory of a career, a business, a marriage, or a life, any single conversation can. The conversation is the relationship"

Susan Scott - Author of Fierce Conversations