

# Maintaining Effective Communication Channels

Presented by:

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“Communication is so critical because it forms the backbone for all other engagement efforts.”

Kevin Kruse, Author  
*Employee Engagement 2.0*



# The Importance of Establishing Consistent Two-Way Communication

- Strive to over communicate
- Minimize one-way broadcasting of information
- Create a regular rhythm & dependable process for two-way communication with the team and each individual employee



# Annual Communication of Strategic Goals & Plans

- Annually spend a half or full day discussing department & company goals and strategic plans
- Talk together about how what the team does everyday can help to achieve dept./company goals
- Don't dictate, collaborate. Make the session interactive and give the team input where possible



# Quarterly Communication of Progress Towards Achieving Goals

- Schedule a quarterly team meeting to discuss the progress the team and company are making towards the achievement of goals
  - celebrate progress - take the opportunity to provide individual & team recognition
  - brainstorm any midstream adjustments needed to reach the goals
- If possible, integrate this conversation into a team-building event

# Hold Regular Team Meetings

- On a weekly or monthly basis, bring everyone together for a team meeting
- Broaden everyone's perspective by providing information about what's going on in the company & giving each team member an opportunity to provide an update about their area of responsibility
- Include teambuilding activities from time to time (i.e., pot luck meals, holiday celebrations, etc.)



# Meet Weekly with Each Employee

## One-on-One

- Important opportunity to reconnect and stay in touch with the major issues going on in each employee's life
- Discuss progress from last week, priorities for the current week, & what support you can provide
- It takes time, but clarifies focus and enhances engagement



# Maintain Two-Way Communication

- Minimize giving direction & use collaborative coaching skills (ask, don't tell)
- Solicit employee input into work plans, problem solving, etc.
- Practice active listening





# About EAS...

The Employee Advisory Service is a State sponsored program designed to help employees and their dependents with personal, family or work related issues that may adversely impact their work performance. EAS helps to restore the health and productivity of employees and the workplace as a whole. Problems are addressed in the quickest, least restrictive and most convenient manner while maximizing confidentiality and quality.

Call us at our toll free number 1-866-327-9133, to schedule a confidential appointment.

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