



Communication and Collaboration

NAME

DATE

Discussion Objectives:

Discuss the objectives below and note the answers and observations that result from your conversation. Use the insight gained to identify opportunities for performance improvement or professional development. Agree on follow-up activities.

A. To understand the clarity of information necessary for the completion of work assignments shared within the department, discuss the following...

- Identify areas of clarity or confusion
- Identify what is working well or breakdowns in communication
- Identify if team process and resources are documented clearly, concisely and are accessible

Suggested Questions:

Do you feel your priorities are clear?

Do you have access to people with the knowledge to answer your questions when needed?

Are the processes and resources needed to complete your job clear, concise and accessible?

B. To understand current team climate, job satisfaction, and morale, discuss the following...

- Identify if the team shares information with each other that impacts work output of team members
- Identify issues that may be hindering team progress

Suggested Questions:

Do you feel you have the information you need to make decisions that affect your job?

Do you know who to go to for answers to your questions?

Do you feel you have support when needed from colleagues? From supervisor?

Notes, Actions, and Follow-Up Plan

Communication and Collaboration: Sample Development Activities

For more development activities see the Employee Performance Program **Resource Guide**.

A. Encourage Better Communication Behaviors

To help an employee who is concerned about asking questions about assignments.

Pair the employee with another team member on a **Team Assignment** that requires them to ask questions to gain clarity of process to complete their assignment.

Follow-up: *Discuss with employee the questions that came up and how the pair resolved them, what worked, and what did not work.*

To further develop an employee who demonstrates good communication skills.

Assign a less experienced colleague to **Job Shadow** the employee to help them become acclimated to the team.

Follow-up: *Discuss what the employee communicated while being shadowed on the job and what their colleague would understand about the job responsibilities as a result.*

To create opportunity for employee share their knowledge about a team activity

Set up an opportunity for the employee to be a coach in a **Coaching Assignment**.

Follow-up: *Work with employee to set up a coaching plan and share knowledge with less experienced employee.*

B. Encourage Collaboration Among Team Members

To help the employee learn about and appreciate diverse work styles.

Assign the employee **Competency Development** training about work styles

Follow-up: *Discuss take aways from learning opportunity, help employee relate differences in work style to opportunities for collaboration and shared strengths.*

To support the employee who collaborates well with others and shares information well

Provide an opportunity for this employee to represent your team as a subject matter expert on a **Team Assignment**.

Follow-up: *Discuss how the employee's expertise contributed to the team's objectives.*

To create an opportunity for employee to learn about the impact your group has on campus.

Assign a **Cross-Training** activity in which the employee participates in training with another department on campus that depends on the service or work your group provides.

Follow-up: *Discuss how the employee can use the information they learned to provide better communication to campus partners and customers.*