



Communicating through change

Evolving Transport Leaders Guide

July 2019

Communication Core Principles

Leader led

As leaders, it's important you are honest, empathetic and genuine, set the tone, take action and are the 'go to' for information

Face to face

It's timely, authentic and requires less interpretation than written communication

Early and often

You are aware of key milestones, team sentiment and issues and communicate regularly – even when there is little news or no news

Repeat, repeat, repeat

You can not over-communicate; we repeat key messages to ensure our people are on the same page

Always seek feedback

Welcome and acknowledge feedback. Ensure timely response to feedback and we share, share, share.

Communication Do's & Don'ts

Do

Start with empathy

First acknowledge what's going on, then make your point. Warmth and strength are important here.

Be inclusive

Bring everyone into the fold. Use language like 'we' and 'our', not 'us' and 'them'.

Be transparent and real

Our people know when they are not given the full picture. Don't be afraid to say "I don't know" and I'll find out for you.

Outline expectations

People prefer the real news, even if it's not always good news.

Don't

Be dramatic

Focus on what you know. This is not the time for big rash statements like "Nothing will be the same".

Focus on the negative

➤ This change is the right thing to do for the cluster. Let's get on board and demonstrate our value.

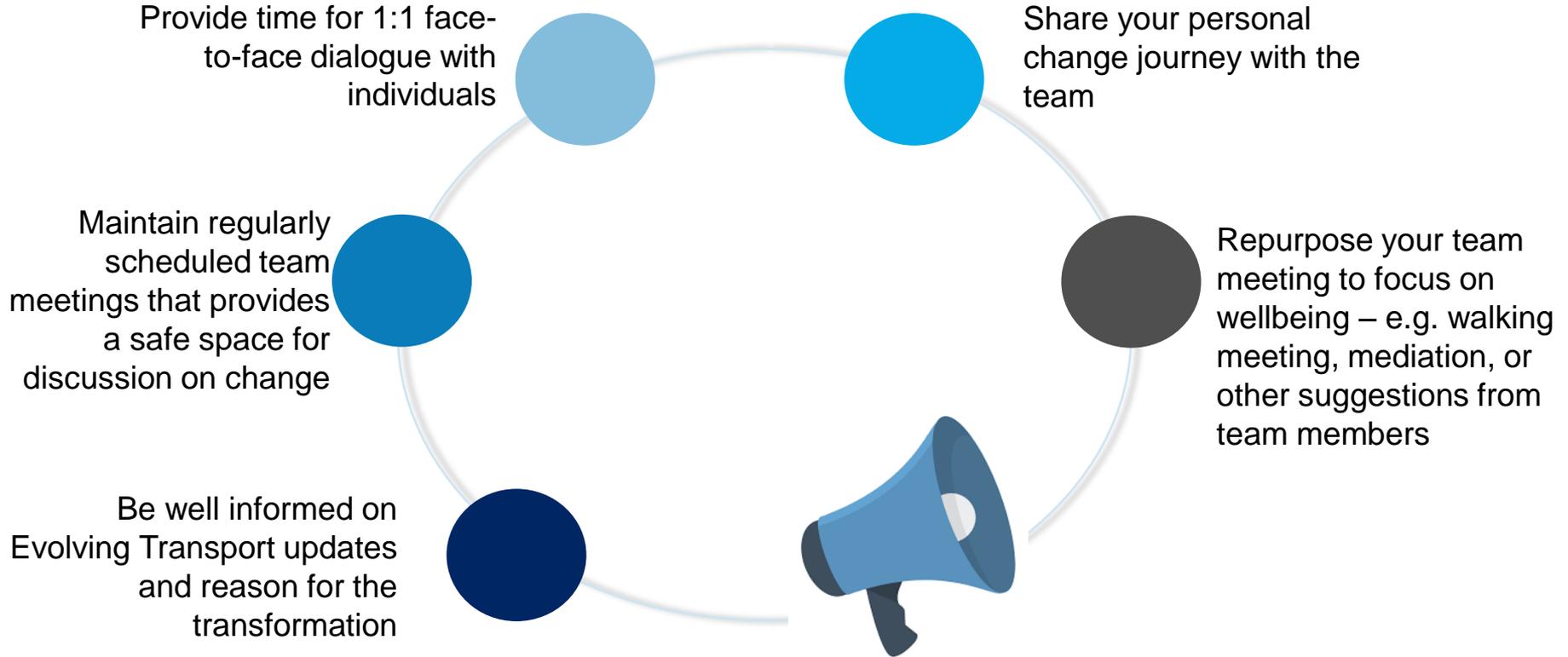
Seek to blame

This is not being done to us. We all have a terrific opportunity to influence, contribute and achieve better outcomes for the people of NSW.

Be too vague or formal

Give the facts. Use plain English over corporate speak.

How to carve out time for meaningful communication



Support available to you



Evolving Transport Intranet site

- ❑ Subscribe to the Evolving Transport intranet page via www.stayinformed.com.au for regular updates on changes as we transition to our new operating model as one organisation
- ❑ Send in your questions, ideas and feedback via EvolvingTransport@transport.nsw.gov.au



Change Support

- ❑ Read about the change support available for you and your team via <https://www.stayinformed.com.au/evolving-transport-support>
- ❑ Support available includes:
 - Access to the staying well hub
 - Individual and people leader coaching and materials including face-to-face training sessions and team meeting guides



EAP

- ❑ The Benestar Employee and Manager Assistance Program can support you manage your health and wellbeing. Examples of coaching may include: financial, health, relationship and people management advice.
- ❑ Access the service by:
 - Participating in face-to-face sessions
 - Calling the hotline via **1300 360 364**
 - Communicating via live chat