

ASSESSMENT: How are we communicating?

Needless to say, communication is a key part of work. Whether as individuals, within a team or throughout the organization, our communication has strengths and weaknesses which can be amplified by rapid change. Without a watchful eye, orgs can build bad communication habits and set a cultural tone that can undermine the speed and efficacy of everything it touches.

This simple post-up tool can spark powerful insights by highlighting your current state so you can build upon communication strengths and address challenges and opportunities.



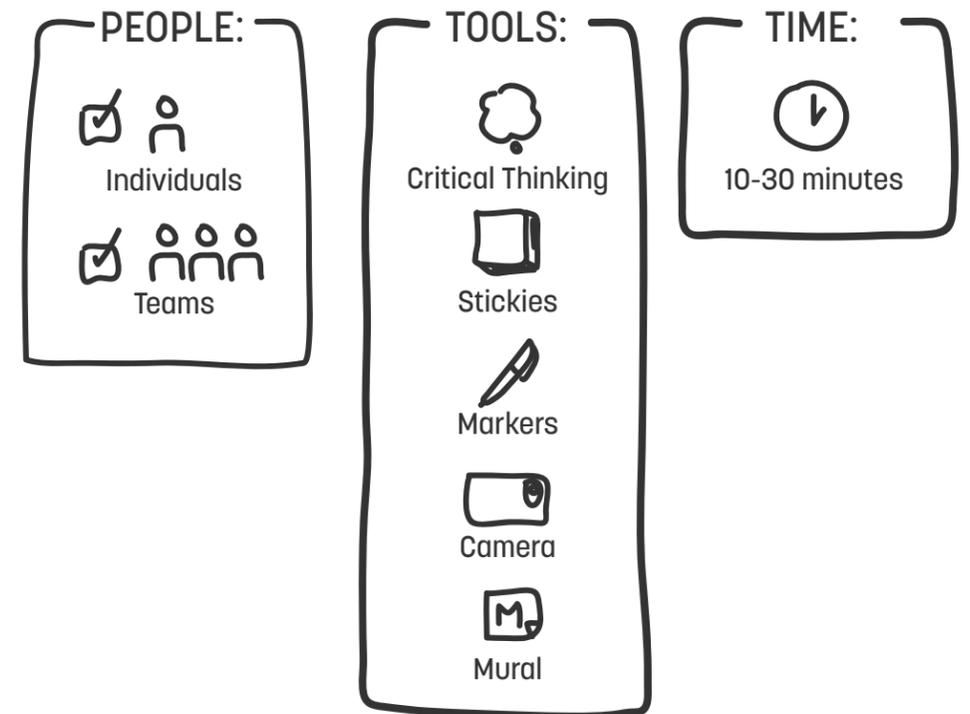
USING IN-PERSON REALTIME OR ASYNCHRONOUSLY:

1. Print page 2 as a poster and hang on a wall or recreate on a whiteboard:
 - Provide sticky notes and markers
 - In the "Who" space, decide whether you are assessing individual communication, communications within teams or across the enterprise. Answers can vary significantly depending on your choice.
 - Generate as many ideas as possible for each major section on the canvas (How, What, Why - Business, Why - Personal, Where, and When). You can start anywhere.
2. Consider your findings
 - When finished, discuss and share. What do you do well? Where are your challenges? What might you start to make improvements?
3. Document and distribute
 - Take photos of the whiteboard/stickies or create a PDF of the MURAL page. Share with the participants and stakeholders.

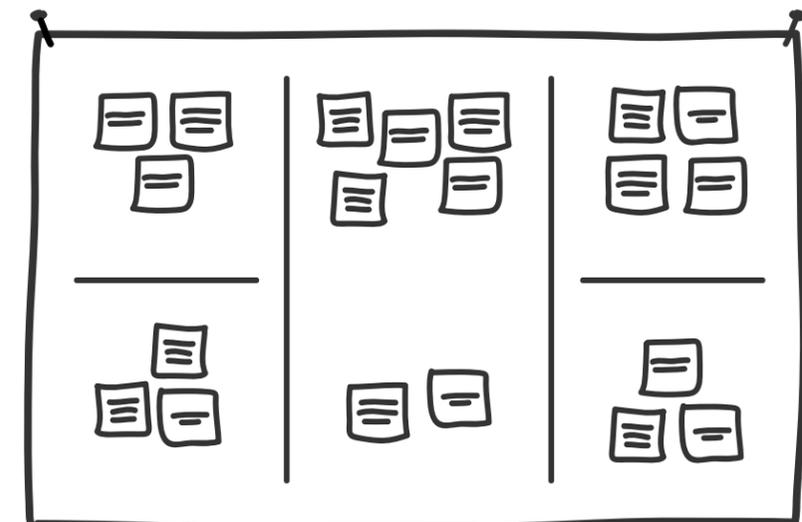


USING VIRTUALLY REALTIME OR ASYNCHRONOUSLY:

1. Access the Mural template: <http://bit.ly/workforward-hawc-mural>
2. Invite your collaborators
3. Distribute when complete



WILL LOOK LIKE:



How are we communicating?



HOW

What processes, systems and structures impact how you communicate? How does culture influence communication?



WHY (BUSINESS)

What is the role of communication in your organization?
What purpose does it serve? How valuable is communication?
Is it measured?



WHERE

Where does communication take place? In conference rooms with people present? Remotely via tele-presence? Informally, through conversation?



WHAT

What resources do you have to communicate? What technologies, support, or expertise do you have to communicate?



WHY (PERSONAL)

How do you use communication?
How do your colleagues use communication?



WHEN

Is communication scheduled formally? Is it asynchronous with little or no immediate feedback or response? Is communication limited to working hours?