Communication

COVID-19 has accelerated a digital shift in working practices and service delivery.....

Working From Home is now accepted practice

Telehealth has brought time efficiencies and allowed for the continuation of some services

Staff Suggestions for Improvement....

1 The Opportunity to give Feedback
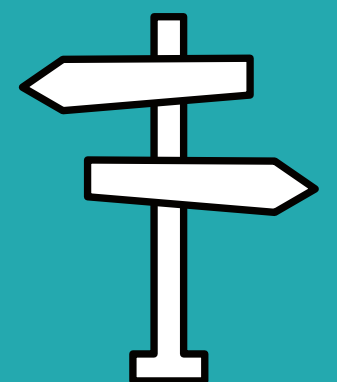
Provide platforms for staff to voice their opinions:
- *Listening sessions*
- *One to one meetings*
- *Create a network of teams*

2 Providing Clear Guidance

- Connect *goals and actions* of your team with wider purpose of the HSE
- Provide *clarity of roles, clear goals and expectations*
- Hold *performance achievement discussions*

3 Provide timely Information

- Engage in *open, honest and timely* communication with your team members
- Managers provide regular information to staff
  e.g. one to one meetings (in person or virtually)
- Be aware of *information needs* of different staff groups and colleagues
- Ensure your team have regular access to a channel of communication
  e.g. emails, direct conversations with managers