Information toolkit

Project name

Effective dates

July 2014

# INSTRUCTIONS – PLEASE READ

*In this toolkit you’ll find:*

* *Key dates*
* *Information points*
* *Questions & Answers*

*This document is used to support managers and supervisors in sharing important information with employees and creating an environment that encourages a two-way dialogue.*

# USING THIS TOOLKIT

* *Communicating important information is a crucial part of your role and is an essential step when it comes to successfully implementing change.*
* *Use the* ***Information Points*** *below**to support conversations with employees, in person, where possible.*
* *Learn the messages and use your own language and local context to create two-way conversations with employees.*
* *Allow time for questions. It’s okay if you can’t answer a question; collect feedback and email it to* [*vp.finops@ubc.ca*](mailto:vp.finops@ubc.ca)*.*

### CHECKLIST

* Read this toolkit and become familiar with the information.
* Do you need to set up a meeting with your team to answer questions and provide an overview of what’s changing?
* Ensure that your team is aware of this information and upcoming events.

OUR INTENTION: *If nothing else from our communications plan is working, this is a simple statement of the outcomes we are trying to achieve so staff can use their best judgement to manage their unique situations towards that outcome.*

## How we’re communicating

|  |  |  |
| --- | --- | --- |
| DATE | ITEM | ACTION |
| Write the date in any format that will be quickly meaningful, such as:   * a specific date, June 12, * a reoccurrence, weekly * a time period, December-March * a quarter, Q3. | Why we’re doing what we’re doing:   * Program launched * Event held * Building closed * Etc. | Exactly what we’re going to do in a short, concise sentence:   * Email sent to Building Administrators from the Facility Managers. * Digital signage goes live. * Meeting with union leadership. * Etc. |

## Speaking points

* Our key messages and backgrounders

## Questions & Answers

#### Typical FAQ Question?

Usually we’re trying to answer the 5Ws and address any other controversial items we’re expecting to have to speak about.