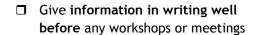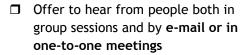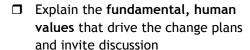# HALO Psychology
Helping you and your business to shine

Checklist of different communication and engagement preferences

☐ Give information face-to-face in large groups, with **enough space and time for discussion and questions**

☐ Tell people **how they can offer comments, concerns and suggestions**, with a clear time frame for doing so

☐ Give **information in writing well before** any workshops or meetings

☐ Offer to hear from people both in group sessions and by **e-mail or in one-to-one meetings**

☐ Give **specific data** about what is not working and how the proposed changes will respond to that

☐ Include the **how, when and who** information with specific detail

☐ Give the **big picture**, the wider situation that explains why the change decisions need to be made

☐ Include the **overall high-level plan**, the general direction with milestones and the end point.

☐ Provide the **logic** behind the changes, including **alternatives** you considered, with the **pros and cons** and **invite critique**

☐ Clarify the **fair and equitable** way changes will be implemented, including the process for making decisions

☐ Explain the **fundamental, human values** that drive the change plans and invite discussion

☐ Clarify how the **emotional needs of people** during the change will be **respected and addressed**

☐ Set out the **goals, time frame and plans** clearly (and keep repeating this)

☐ Set **checkpoints** at which **progress and direction** will be evaluated and any changes made – then provide updates to stakeholders.

☐ Define the **'rules of the game'** – what's already been decided, what's still open to discussion

☐ **Actively seek feedback** and **people's experiences** as the plan progresses (to be used at these evaluation points)