



**Imperial College Union Communications Committee**  
**29 January 2019**

<b>AGENDA ITEM NO.</b>	9
<b>TITLE</b>	Internal Communications
<b>AUTHOR</b>	Keriann Lee, Head of Student Voice & Communications
<b>EXECUTIVE SUMMARY</b>	Incremental steps are being taken to improve staff engagement at the Union over the year 2018/19 towards a refined package of measures that will form the basis of an internal programme going forward. The approach is multifaceted with metrics including a greater sense of wellbeing, more collaborative working, and more motivation among staff members.
<b>PURPOSE</b>	For the committee to note the steps being taken to improve operational efficiencies through internal staff engagement
<b>DECISION/ACTION REQUIRED</b>	To note the updated actions and metrics in this area.

**Introduction**

The Strategic Management Group has been seeking to engage staff more and improve internal communications towards greater collaborative working and the ability to address issues more speedily. It was decided that the Internal Communications Working Group which failed to convene in previous years should make way in 2018/19 for an approach which involves trialing various methods and refining according to feedback. The committee noted the need for engagement rather than mere communication and below are the efforts so far in the past two months.

**Staff meeting update**

Following the inaugural staff meeting over two sessions in term 1, the survey issued immediately afterwards attracted 34 respondents out of 60+ staff members. The feedback centered on logistics, content, conduct, and the usefulness of such meetings going forward. It also solicited responses on recommendations for other engagement pieces going forward. There was also discussion at the end of the staff meeting about the above.

Following the feedback, SMG has decided on shorter more regular meetings with intervals to be decided each term and the opportunity for more staff to contribute to the agenda.

### **Weekly managers meeting**

To address the information gap which has persisted among teams and the silo effect created, a weekly meeting has been introduced for managers to inform each other about their weekly workload. This proposal came directly out of the open conversation which has taken place about internal communications. Feedback on its effectiveness has not yet been sourced.

### **Listening sessions:**

As part of the larger *People Strategy* now in effect, College HR have conducted a listening session with managers to ascertain concerns and help devise learning and development needs across the Union. This will help inform management training needs and should help improve engagement across staff levels.

### **Forward planning**

Staff are being kept in the loop more about SMG activities and the implications for their work with invitations to discuss both informally and formally through future consultations.

### **Social:**

Staff had enjoyed more collaborative and inclusive social events during work hours such as baking competitions and craft.

### **Metrics, with measures from annual staff survey:**

- More collaborative working
- Greater sense of wellbeing
- Greater motivation among staff members
- More feedback across levels