

COMMUNICATION:

*Leveraging Transparency & Active Listening
to Truly Connect with Your People*

1. When was the last time you asked your people what they needed to perform better in their jobs? Can you support them better in the future? How?

2. Describe a position you've held where there was an "open door policy." How did that affect the communication you had with your manager and your co-workers? Describe a position you've held when you realized there was not an "open door policy." How did that affect your communication with your manager and co-workers? Compare your overall job performance in both scenarios.

3. Think of a time when big news or a big change at a company where you worked took you by surprise. Why do you think you were kept out of the loop? How did you feel upon learning this news on the back end?

4. When has your staff been kept in the dark about bad news or big organizational changes? Which of these situations required absolute secrecy? Which could have been shared with employees earlier on?

5. For many, transparency translates into a loss of power, authority, and leverage. What might happen if you were more transparent about the good, the bad, and the change(s) in your organization?