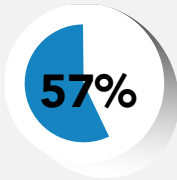# Communication Tips for Managers

THE DIVISION OF COMMUNICATIONS & MARKETING recently surveyed our employees about their views on internal communications at Augusta University.

Employees told us:

57% Only 57 percent feel adequately informed at the department level and even fewer (52 percent) at the institution level

Most prefer receiving official communications via email, but only want email with information relevant to their jobs

They're getting too much information from their co-workers, and would like to receive more directly from their supervisors

Nearly all of them are familiar with Augusta University's news and information platform, Jagwire, but only a third regularly visit Jagwire to get their institutional news

Too often they find out about events they might be interested in after the fact when it's reported on Jagwire or they hear about it from a colleague who attended

AUGUSTA UNIVERSITY

DCM IS WORKING on improvements at the institution level. Here are suggestions for managers to improve communications within their departments:

- **SET AN EXPECTATION** that employees regularly check Jagwire (jagwire.augusta.edu).

  - Make it a daily practice: Check your email, check your calendar, check your news

  - Jagwire is updated throughout the workday — everything DCM learns about is posted in a story, news brief or in the calendar as soon as it's available

  - Jagwire is THE source for institutional news and events at Augusta University

- **MAKE SURE YOUR ORGANIZATION'S EVENTS ARE POSTED** to the university calendar (calendar.augusta.edu), especially since contents for calendar widgets on Jagwire, departmental web pages and more are pulled from this calendar.

- **HOLD STAFF MEETINGS** on a regular basis — a top-of-shift huddle, or weekly, bi-weekly or monthly meetings — whichever works best for the group's function.

  - Make it brief — Set a time limit and don't go over it

  - Come with a bulleted list of key information to share

  - Provide opportunity for questions and/or comments

  - End on a positive note: team or individual kudos, inspirational patient story, etc.

- **SEND A SCHEDULED "NEED-TO-KNOW" EMAIL** from you to your team— daily, weekly, bi-weekly, etc. — whichever works best for your team's function

  - Brief, clear list with links to more information online, if needed

  - Consistent heading/format, for easy recognition

  - Include key team, department, HR or institution news, deadlines and events

- **FORWARD ADMINISTRATION COMMUNICATIONS** that you believe are important for your staff to know. Busy employees often skip emails from administrators, but will open them if they come directly from their supervisor.

- **DESIGNATE A LOCATION** within the team's workspace where flyers, reminders and news can be posted. Branded flyer and poster templates can be found at brand.augusta.edu in the "assets" drop down.