

Sharing Information with Colleagues

(Adapted from Hanen Sharing Sensitive News)

A. Plan Ahead

Be mindful of relationship, setting and message

- Plan a mutually convenient time
- Allow sufficient time for discussion
- Pick a private location
- Ensure that all involved know the objective of the meeting
- Have documentation available for viewing
- Be specific with concrete examples

Reactions of Colleagues and How You Will Respond

- Consider colleague's emotions and feelings
- Consider the colleague's stage of acceptance of the news and anticipate their possible reactions
- Also consider – cultural differences, family stresses, acceptance of problem, values and priorities

B. Share the Information

Observe, Wait & Listen

- Find out what colleagues know and want to know
- Be comfortable and relaxed
- Watch for non-verbal and verbal cues

Follow Their Lead

- Be caring and supportive – don't lay blame
- Be positive and optimistic
- Respond to the message and feelings being shared using active listening
- Build on what is said

Take Turns

- Pause to give colleague a chance to share perspective, reactions and ask questions to clarify
- Ask open questions
- Start with the common interest
- Don't dispute
- Strive for agreement on the problem before jumping to solutions
- Explore and discuss potential solutions together
- Emphasize "we" not "I" and "you"

Adjust Your Language

- Describe the issue – a little information at a time
- Be clear, direct and understandable
- Be specific – use checklists, observation tools

Extend the Topic

- Inform
 - clarify the issue with relevant comparisons
 - describe your past observations
 - describe the impact of the problem now and in the future
- Explain
 - Give simple, clear answers to questions
- Talk about Feelings
 - Discuss how you and colleague feel
- Talk about the Future
 - Outline what should happen next
 - Set up date for follow – up meeting

Scan

- Carefully observe for reactions of everyone at the meeting
- Encourage quieter members to also share perspectives