

## 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