Communication – what you told Lucy

1. Better communication flow is needed. Things fall through the cracks, and conversations continue in the hallway after meetings end.
2. Communications can sometimes break down.
3. Lack of communication across these teams. Minutes sometimes don’t get out.
4. Would like to see better communication and documentation of decisions/actions. Also mentioned the hallway conversations and lack of follow through.
5. No communication. Read through 3 years of minutes and still can’t tell what the decisions were.
6. Would like to see better communication: clarifying what expectations are and what is needed. Stuff gets lost in the shuffle. Maybe use tools like group chat. It’s hard to build a solid foundation without good communication.
7. Doesn’t see a lot of cross-team communication.
8. Better communication is needed. Even if you’re on teams, still sometimes don’t get information. [Information] Needs to be channeled better.

Here are the bullet points we identified:

1. Involving all stakeholders when a decision is being made
   a. be clear about where decision lies, but be informed
   b. ask: who will be impacted
   c. be intentional in involving all stakeholders
2. No hallway conversations
3. Full organization conversations – trying summer all staff meetings
4. Shared decisions/actions spreadsheet
5. Look for ways to help communication happen naturally
6. Timely communication
7. Set clear objectives & expectations for meetings