

Internal Communications Taskforce – Phase 1

Members: Natalie Ingram, Cathy King, Troy Campbell, Kristin Forcier

Mandate: Explore tools and tactics for living our strategic statement...

“Communication is key: Enable effective all-way communication as it is our greatest ally in achieving excellence through our teams, departments and those we serve.

...and provide recommendations to the CORM Leadership Team regarding how to improve internal (within CORM) communications.

Note that external communications (within UBC) will be done in Phase 2. Communications to the external community (outside of UBC) will be explored as Phase 3.

The exploration should address feedback provided during the strategic planning process (see below), as well as generate new ideas by the Taskforce.

- What means do we already have for communication within Campus Ops?
- What are potential venues for communication?
- Would an internal CORM newsletter help improve communications? If so, what would be the recommended frequency and what areas of information would be included?
- What is needed to run an effective meeting?
- Should CORM have an email etiquette protocol?
- What do staff want to hear?
- What do staff want to share?
- How do we create “spaces” for sharing information?
- How do we create communication processes that are seamless and accessible to all?
- How do we ensure that communications have a predictable rhythm, so staff know what information to expect and when?
- How can management provide direction in a way that is effective for staff?
- How can management provide information from higher levels (i.e. the AVP or DVC office) in a way that is effective and relevant?

Time Commitment: 1 hour per week (bi-weekly meetings plus individual work). Report progress to CORM Leadership Team once/month.

Term: 1 year membership. Opportunity to rotate interested staff in/out on a yearly basis.