

Communication style has a significant impact on how we engage with people, develop effective working relationships and support people through a change process. A respectful communication style requires that we:

- ▶ listen with an open mind
- ▶ think about the impact of our communication
- ▶ be aware of our tone and language in both spoken and written communication
- ▶ prioritise face-to-face communication
- ▶ take responsibility for giving and receiving feedback
- ▶ communicate honestly and sensitively
- ▶ readily share information that allows others to do their work better
- ▶ communicate in a way which is meaningful for the people with whom we are communicating
- ▶ promote an open and inclusive style of communication
- ▶ be honest about the negative as well as the positive aspects of change
- ▶ discuss with people how the changes will impact on them, listen to what people are saying and be prepared to act based on this knowledge

Source: HSE – OD&D (2008: 12)

People's Needs Defining Change – Health Services Change Guide