

We need to talk about communications:

Improving internal communications for staff well-being

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The motivation

Effective internal communication within a large team is not only good from a business perspective, but also to for the wellbeing of staff

Main drivers:

- In 2019 two information teams at NICE came together to form Information Services
- Working from home during the COVID pandemic,
- In 2022 teams from the guideline centres joined the Information Services team, increasing the team to 35.

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The issue

- During the start of the pandemic, we were all working at home
- Varied communication channels
- Confusion which one to use and for what
- Some comms needed to be retained, others were just one-off messages
- Needed to be more efficient in our communications
- The team felt it was time to talk about communications

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The activity

- A working group was set up to look at existing communication channels.
- Consulted the team on the use of different channels for communication such as email, Teams, phone, Zoom, WhatsApp, Yammer.
- A report was produced outlining the different channels for internal communication, and how best to use them.

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Communication Channels

- Email
- Teams
- Zoom
- WhatsApp
- Yammer

..... in person!



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The outcomes (1)

Email as the first choice of communication when:

- the whole team needs to know
- a response is required from a large proportion of the team
- contains long term information to which we may need to refer back
- team news – *who is getting married, moving house, charity sponsorship, baby news!*



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The outcomes (2)

MS Teams chat function for:

- Quick fire questions
- Technical issues



Zoom for:

- “coffee break” chat



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The outcomes (3)

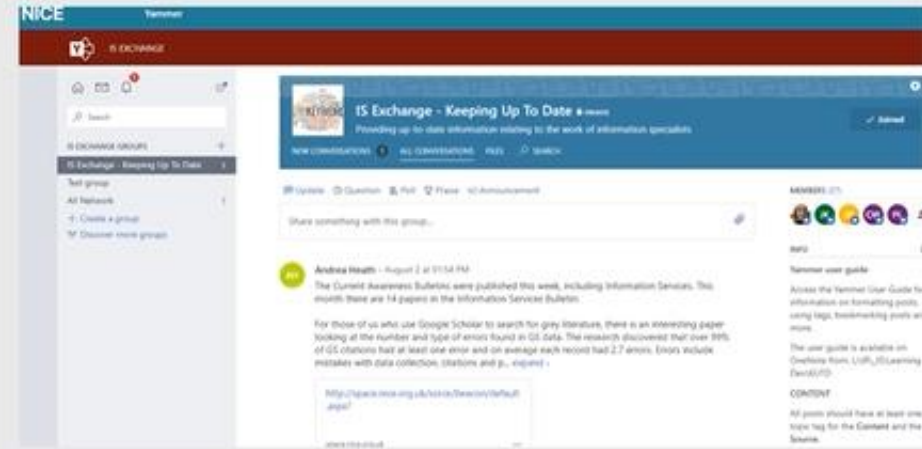
Yammer group for:

- keeping up to date with new developments; interesting articles; upcoming CPD events

WhatsApp group for:

- IT and network issues - *“I should be at the team meeting, but I can't seem to log in!”*
- informal messages, especially during the initial months of the pandemic

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Other communication channels

MS Teams and Zoom for:

- Team meetings and planning days – some are still held virtually
- Training sessions
- Demos - *“let me show you how to do this....”*

Novel ways to enthuse the virtual team meetings...



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Let's do the YMCA!



Photo source: [Village People's YMCA: The Musicless Music Video | HuffPost UK](#)

Song credits: YMCA by The Village People

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The takeaways



You cannot underestimate the importance good communications



Enables people to communicate effectively



To feel comfortable that they are using the most appropriate channel



We would love to hear about any similar approaches you have undertaken.....

Acknowledgements

Information Services team members part of the working group:

- Elizabeth Barret – Information Specialist
- Toni Shaw - Information Specialist

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Thank you!

Any Questions?

Any thoughts to share with us?

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