



Effective Internal Communication Strategy



Mindset and Attitude



Closing the Communication Gap between Fiscal & Program

- Change the image to become a partnership – Mindset and Attitude is everything!



Communication and Engagement



- Invest in training each other (terminology, rules, timing)
- Communicate regularly about budgets and situational changes (delays on work to be performed such as contracts, changes in plans, Medicaid claim timing)
- Keep a meeting log, memo or minutes of what was discussed, next steps, expectations and deadlines
- Be engaged, responsive, and empowered!

Communication facilitates cooperation



1. Transferring information from those who can figure out an optimal strategy to those who do not fully understand what strategy is optimal
2. Exchanging mutual commitment
3. Increase trust and expectations of others' behaviors
4. Add values to payoff structure
5. Reinforcement of prior normative values
6. Develop a group identity & relationships



Challenges for Collaborative Managers



- Work with both autonomy and interdependence
- Share common goal and intertwining interests
- Work within a greater variety of groups and diversity
- Be participatory and authoritative
- Conceptualize the details and the big picture
- Balance advocacy and inquiry

Earn Respect and Build Trust



Working together can yield respect and build trust in each other over time.

Respect is earned.
Honesty is appreciated.
Trust is gained.
Loyalty is returned.

- Unknown



What Communication Strategy Works For You?



- How do you effectively communicate with staff, across departments or schools?
- Does your LEA (district/charter) favor any specific internal strategy?
- What are some ways you can enhance your communication with others? Technology, face to face meetings?