

Keswick School – Staff Communication Statement

1.0 Purpose

- 1.1 All communications at Keswick School should keep staff well informed in a timely manner (please note on occasion information regarding safeguarding issues cannot be shared, but will be shared on a need to know basis). Communication should be honest, ethical and professional and should use the channel of communication that is most appropriate.
- 1.2 Every member of staff has a responsibility to support effective communication.

2.0 Internal Methods of Communication

2.1 Face-to-face communication

- 2.1.1 Communication between colleagues should remain professional and friendly.
- 2.1.2 All staff are expected to communicate regularly with colleagues. Nobody should work in isolation and opportunities should be found by staff to share information and network with colleagues in a way which enables them to fulfil their role. All staff should be made to feel included and welcome.
- 2.1.3 Where there is misunderstanding or disagreement between colleagues, face-to-face communication between the colleagues should be undertaken in the first instance.

2.2 E-mail

- 2.2.1 E-mail is a quick, effective and useful method of communication. All staff should be aware of the school's internet and online safety policy when using school e-mail.
- 2.2.2 E-mails are a great means for communicating instructions and sharing information.
- 2.2.3 Keep e-mails concise; use standard English and bullet points if necessary.
- 2.2.4 E-mail is a formal method of communication and members of staff should be mindful of this when using school e-mail.
- 2.2.5 Keswick School staff should try to minimise, as much as is possible, e-mails before 8am and after 6pm. Staff should also be conscious of part-time staff and their working patterns. Anyone receiving an e-mail from a colleague can be reassured that there is no pressure or obligation to respond outside of their own usual working pattern.

2.3 Meetings

- 2.3.1 All staff should have easily accessible contact with their Line Manager. The frequency of this contact will be determined by the demands of the roles involved. This contact can be achieved through either an open door policy or formally arranged meetings.

2.4 Staff Briefing

- 2.4.1 These take place on a weekly basis, usually on a Monday at 8:30am where information pertinent to that week is shared. Briefing minutes are taken and circulated to staff.