

In this module, we're going to talk about the importance of transparency and how to be thoughtful in our communications with the team.

Before we get started, I want to ask you a few questions. Be honest with yourself about your answers.

- #1) How often do you forward emails, announcements, etc. to your team that only you received as the leader?
- #2) How often do you update your team on announcements, items, and issues from leadership and other meetings that only you attend?
- #3) How often do you ask your team for ideas and feedback regarding organizational or departmental issues?
- #4) How often does your team hear from your boss, other leaders, or business partners?

The reason I want you to think about these questions is because they can easily be forgotten, especially when we are busy. As a young manager, I often forgot to pass on announcements to my team. I was so wrapped up in all the tasks I had to complete that I didn't always think about what the team needed to hear. But in order to be a great leader, we need to be thoughtful in our communications with the team.

People desire transparency, and teams function better when everyone is on the same page. That's why, my perspective is that the leader should inform the team of everything they can and not filter communications. Even if you think something doesn't apply or isn't interesting, communicate it anyway. It may resonate with someone on your team. It also connects them to what's happening across the organization. It can make them feel like they are a part of something bigger than just their position.

Also, no matter who you are, it never feels good to hear about a decision that has a direct impact on you after it's already been made. When you can, make people a part of the discussions up-front. Ask them for their thoughts and ideas. Chances are you'll make a better choice based on the feedback.

To ensure your success, create a communication system that works for you and your team. Here are a few recommendations. Forward announcements and other emails to your team immediately after you have reviewed them. Store all communications in a shared drive so people can refer to them when necessary or at a later date. Also, maintain a list of items that you need to discuss with the team during team meetings.

Additionally, people like to hear things from multiple levels in the organization. Some messages, even recognition, may be better received coming from your boss or a business partner. Periodically, invite guests to your team meetings to present information or be included in discussions.

In this module, we talked about the importance of creating a communication system so that you can be thoughtful and transparent in your communications with the team.

Your next step is to review the team meeting checklist with sample agenda items. Then move to the last module on showing appreciation and having fun.

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