Delivering the Project 16.02.16

Problems and Solutions rotating group exercise

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| **Potential PROBLEMS** | **Possible SOLUTIONS** |
| Letting people know what the project is | Good flyers, newsletters, Facebook, etc |
| Internal communications, sharing documents / emails | Accurate minutes, IT literacy |
| Record keeping | Good Secretary, proof reading |
| Momentum –keeping people motivated and engaged | Keeping project in public domain |
| Timing of making statements –when to do that | Good management: press officer |
| How do you let people know, social media | Good management: press officer |
| Group involvement, ages, types | Regularly update |
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| Concise vision that everyone can articulate | Use different language and approach for different audiences. What’s the Most Wanted Action from them? –keep that in mind. |
| Communication within the team | Establish a clear protocol. Who does what, when, and who else is involved? |
| Getting the word around. Involving as many people as possible. | Use social media, Facebook, posters, quarterly newsletters, adverts at Libraires –create a recognisable presence (could use logo, uniforms, badges) |
| Infrastructure must be in place and info shared | Quality management system |
| External information must target appropriately | Use different language and approach for different audiences. What’s the Most Wanted Action from them? –keep that in mind.  Use social media, Facebook, posters, quarterly newsletters, adverts at Libraires –create a recognisable presence (could use logo, uniforms, badges) |
| Creating enthusiasm | Events, small projects, open days |
| Be able to communicate with people with different languages | Use your networks and contacts, share interpreters, produce different formats (more pictures, less texts, translations or translation tools on websites |
| Wanting to do something that is not ‘heritage allowed’ |  |
| Not communicating the end view well at the start | Invest time at the start. Sit down as a group to capture the vision simply and clearly (defining terms) |
| Securing funding | Getting the right people to write the bid to articulate the vision appropriately for the funder |
| Poor record keeping, especially of ideas (risk of losing/forgetting dieas) | Invest time at the start. Sit down as a group to capture the vision simply and clearly (defining terms) |
| Not co-ordinating people well or too many involved | Create a ‘flow’ of information |
| Not communicating to key stakeholders / saying too much to the wrong people! Not communicating clearly or mis/non-management of rumour | Keep people up to date and keep wider community and stakeholders on board. |
| Not using the right communication methods for the right audiences | Research audience and devise appropriate plan (not a ‘one size fits all’!) |
| Communications: |  |
| Wording/interpretation | Keep language simple and use bullet points |
| Oral/written thorough notekeeping | Who, Chair, assign roles, own group support |
| Regular group meetings | Fix timetable, decide milestones |
| Holistic approach by all – collegiate | Honest, interim agreed dates, open discussion, especially if problems |
| Poor chairmanship | Improves/ support change |
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