



10: Change management and communication

Following are some useful communication tips to assist you in navigating the change that comes with introducing peer workers and building and maintaining the trust of your workforce:

- **Communicate goals and expectations** – clearly communicate the goals and expectations of introducing a peer workforce to your organisation and what you hope will be achieved.
- **Share information** – share the big picture with your staff and enable them to be informed of the benefits of a peer workforce.
- **Facilitate open communication** – make available channels for open communication such as a feedback email or forum where staff can air their concerns and have their questions answered. Use social media as a communications tool to build engagement.
- **Focus on benefits** – Actively promote the benefits of implementing a peer workforce and the benefits to non-peer workers.
- **Share good news** – Let staff share their stories and positive examples of peer workers and non-peer workers working together. Celebrate achievements.
- **Focus on developing a strong team environment** – Engaging in team building activities and non-work activities as a team helps to build camaraderie and a sense of belonging amongst your entire workforce.
- **Provide feedback on the progress of the peer workforce** – positive feedback on the progress of your peer workforce and how non-peer workers have embraced the change will ensure that the good things will be repeated.
- **Report back on feedback** – it is important to demonstrate that feedback is taken seriously and that action has been taken.

 **Remember to Update your Plan!**

