Exchange – team briefing at UCL

Exchange is the team briefing system for all managers and staff in UCL. It is designed to support managers to highlight key information to their staff on a monthly basis.

Exchange is a key internal communications activity that managers can build into their regular team meetings. Its benefits include:

- improving internal communications
- providing managers with a standard format for key institution-wide issues
- supporting managers in owning and managing internal communications within their teams
- enabling staff to access key information and decisions direct from their managers

Background

Exchange has been developed as part of our internal communications strategy as a result of:

- information overload;
- the lack of signposting of ‘important information’;
- the need to support managers in navigating through the wealth of internal information.

Team briefing will sit alongside other institution-wide internal communications channels – The Week@UCL and ‘all staff e-mails’.

Its benefits include:

- streamlining communications to Head of Departments;
- providing managers with a standard format for briefing their staff as appropriate;
- supporting managers in owning and managing internal communications within their teams;
- enabling staff to access key information and decisions direct from their managers.

Aims

It will:

- support managers in delivering consistent institution-wide information and decisions that staff should understand and engage with;
- provide concise and clear information written in plain English and house style;
- enable managers to add key local information;
- deliver more effective and targeted internal communications.

Content
All content submitted for inclusion in Exchange should be “need to know” rather than “nice to know”. Appropriate content includes:

- UCL Council / Academic Board / Committee decisions
- Information from other relevant UCL Committees / decision making groups
- Information on changes to policy and strategy from Corporate Support Services / Vice-Provost offices

Information will be presented as concise summaries with links to further detail. If you’re submitting content for Exchange, please:

- Keep the submission short – ideally 100-200 words
- Ensure that it is approved by the relevant Head of Department, as their name will (ideally) be included.
- Only one “key issue” per office can be included in Exchange. If more than one issue has to be mentioned, please discuss this with the Communications Manager and ask the relevant Head of Department to confirm.

Exchange will be managed, edited and distributed by the Communications Manager in conjunction with the Associate Director Strategic Planning in CAM and the Professional Services Leadership Team (PSLT).

**Deadline**

The deadline for submissions is now the 20th of each month (or, if the 20th falls over a weekend, the Monday immediately following). This is so that PSLT can input into the newsletter before sending.

**Frequency**

Exchange will be issued during the first week of each month for use across the UCL community. Managers are encouraged to add local information where appropriate.

**Distribution**

Exchange will be distributed via e-mail on a monthly basis to Heads of Department to support them in highlighting key information to their staff.

Exchange will have a consistent format that will always include:

- key message headline and short factual paragraph
- the originator’s name and further contact details (where appropriate)
Further information

For further information please contact: internalcommunications@ucl.ac.uk

Example submission for Exchange

Key issue 1: Prevent Duty E-Learning training course
Bella Malins, Director of Access and Admissions, UCL Student & Registry Services
(Lead Officer for Prevent)

We have developed a new E-learning training course for staff with information on Prevent and guidelines to support vulnerable individuals. The course explains how issues of radicalisation and extremism on campus should be approached under UCL’s Safeguarding and Wellbeing policies. It will also talk you through the steps on how to support a student or staff member who might be vulnerable to radicalisation.

The course will also guide you through the new events, room booking and external speakers’ procedures. Staff who have not yet undertaken any Prevent training should complete the training at their earliest convenience.

Please visit the UCL Prevent Duty Training page to access and complete the course, where detailed instructions and FAQs can also be found.