

# Interface Event 2

## Leader Speaks Guidelines

At an Interface Event, it is important that the leaders of the teams or organisations involved clearly articulate the context and importance of getting the teams to work better together. Leaders Speak is aimed at the members of both teams. It is important that the leaders reinforce what each other are saying so it is a good idea for you to plan this with your counterpart.

At a second Interface Event, it is important for the leaders to candidly reflect on progress since the original event. Other changes that have taken place since also need to be articulated. As usual the checklist below is for guidance only.

- (1) Start by explaining the areas you are going to cover
- (2) Key things you want from the event
- (3) What's changed in my team/organisation since the last Interface Event
- (4) What's got better/hasn't improved/got worse as a result of the last Interface Event
- (5) Facts about your team/organisation that the other team/organisation needs to know
- (6) How we've been doing - results (internal performance, customer satisfaction, financial)
- (7) Key issues facing the team/organisation
- (8) How the other team/organisation(s) impact you
- (9) Why it important that the teams/organisations work better together
- (10) Any examples of the teams/organisations working particularly well/badly together
- (11) Changes you would like to see/specific areas that need attention
- (12) Any other messages you want to get across
- (13) Finish by recapping what you have covered

**Notes** A Leader Speaks always has far more impact if key points are presented on flipchart  
Do not use PowerPoint  
Refer to The Complete Guide to Leadership for further tips  
The session is followed by Reflections to generate feedback and questions

**Time** As long as you need to get the job done but ideally no more than 20 minutes per leader