

Interface Event 3 and beyond

Leader Speaks Guidelines

At all Interface Events, 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 Interface Event 3 and beyond, it is important for the leaders to candidly reflect on progress since the previous events. Other changes that have taken place since also need to be articulated. Consider any changes in the people present and don't be afraid to repeat things you have said previously - reinforcement of key messages is good. 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/stayed the same/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) Key issues facing the team/organisation
- (7) The mission, vision and strategies
- (8) How we've been doing - results (internal performance, customer satisfaction, financial)
- (9) How the other team/organisation impacts on you
- (10) Why it important that the teams/organisations work better together
- (11) Any examples of the two teams/organisations working particularly well/badly together
- (12) Changes you would like to see/specific areas that need attention
- (13) What is likely to change/stay the same
- (14) Any other messages you want to get across
- (15) 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 Pairwork 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