



# Staff Communications Policy

## Policy Statement

- 1.1. Wibli Wobli Nursery believes that good internal communication is one of the vital ingredients in making an organisation successful in achieving its goals. Research shows that effective communication within an organisation significantly improves morale and performance.
- 1.2. This Policy outlines the internal communications framework which Wibli Wobli Nursery have adopted, the principles and objectives which will underpin it, and the roles of staff and managers in establishing really effective internal communications within the organisation.
- 1.3. It is recognised that in many parts of the organisation, internal communications already works well, but we need to ensure that this is the case across the board and that there is it with staff on all relevant issues, together with the active encouragement of feedback and ideas from staff.
- 1.4. In this Policy, “internal communications” refers to formal communication with, and between, each and every employee of Wibli Wobli Nursery that relates to business matters.

## Principles and Objectives

### 2.1. Principles:

Communications between management and staff will be:

- 2 way
- open and honest
- informative
- timely
- empowering
- proactive
- responsive to questions and feedback
- joined-up and consistent
- accessible to all

### 2.2. Objectives:



Through communications between staff, Wibli Wobli Nursery will:

- provide all staff with the information they need to carry out their jobs efficiently and effectively
- turn the organisation's agreed Values into reality by identifying and encouraging appropriate patterns of behaviour
- help achieve our Strategies by using communication identify actions needed
- encourage and use feedback and ideas from all staff
- encourage a sense of corporate identity and a willingness to engage with the company
- show that staff are valued
- provide clear channels for appropriate communication in an emergency

### **2.3. Outcomes:**

It is Wibli Wobli Nursery's intention to create and maintain greater diversity within the organisation, with employees differing in gender, age, ethnicity, disabilities, sexual orientation and religion and belief. To create this we will provide opportunities for:

- progression within the organisation
- increased levels of knowledge, skill, understanding, education, through training and experience of various tasks
- increased level of engagement with all levels of the organisation

### **Methods of Communication**

**3.1.** Wibli Wobli Nursery will ensure that communication methods are accessible, informative, relative and appropriate to all staff. In general terms we:

- will continue to identify the best and preferred methods of communications and resources needed to deliver the organisation's objectives and strategic plans as they develop and to receive employees' comments, views and ideas
- will ensure that the primary method of communication will be face-to-face with the appropriate persons - as this is consistently shown by research to be the most effective way of achieving openness and clarity in communication e.g. one to one meetings, team meetings, departmental meetings.
- will use electronic means of communication where appropriate encouraging responses on every occasion

### **Expectations and Responsibilities**



**4.1.** As a member of staff, any employee can expect to be:

- provided with relevant information and kept informed of agreed developments
- consulted on issues relevant to their individual performance, work area and the wider organisation
- given the opportunity to raise questions or issues of concern relevant to their work
- questions will always be treated seriously and respectfully and will be answered immediately or within a reasonable period

**4.2.** Employees must:

- raise relevant questions or problems with their supervisor and questions will be treated seriously and respectfully
- attend meetings where requested or where this is not possible, arrange to be given feedback by a colleague or supervisor
- read relevant Wibli Wobli Nursery emails or notices

**4.3.** All room leaders must:

- talk to their staff about relevant issues and how such issues apply to their work area
- discuss whether proposals are “workable” or how they could be improved etc.
- ensure method used does not unnecessarily replace face to face communications in order that employees have an opportunity to discuss the issue and raise any relevant problems, concerns or recommendations
- empower staff by providing them with information to enable them to do their jobs as well as possible;
- treat questions from staff seriously and respectfully and respond, whether immediately or after further investigation, with an answer and explanation
- encourage networking by staff, both with staff in other areas of the organisation and with other stakeholders;
- raise any significant problems or issues of concern in their area (which cannot easily be resolved) with the nursery manager
- seek to be as informed as possible about the issues relevant to their area and staff
- attend relevant training relating to internal communications, if invited

**4.4.** The nursery manager must:



- support the room leaders, reporting to them in carrying out their responsibilities listed above including ensuring that they have all relevant information and that they are adequately trained where necessary
- hold regular meetings to discuss developments, plans and performance within their area/room, as well as wider organisational developments where relevant
- consult with them on all relevant proposed developments to ensure that they are workable

| This policy was adopted on | Signed on behalf of the nursery | Date for review |
|----------------------------|---------------------------------|-----------------|
| 23/6/2023                  | Signed by:<br>M. Newrens        | June 2024       |

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# Polisi Cyfathrebu Staff

## Datganiad Polisi

- 1.1.** Mae Meithrinfa Wibli Wobli yn credu bod cyfathrebu mewnol da yn un o'r elfennau hanfodol er mwyn gwneud sefydliad yn llwyddiannus wrth gyflawni ei nodau. Mae ymchwil yn dangos bod cyfathrebu effeithiol o fewn sefydliad yn gwella morâl a pherfformiad yn sylweddol.
- 1.2.** Mae'r Polisi hwn yn amlinellu'r fframwaith cyfathrebu mewnol y mae Meithrinfa Wibli Wobli wedi'i fabwysiadu, yr egwyddorion a'r amcanion a fydd yn sail iddo, a rolau staff a rheolwyr wrth sefydlu cyfathrebu mewnol gwirioneddol effeithiol o fewn y sefydliad.
- 1.3.** Cydnabyddir bod cyfathrebu mewnol eisoes yn gweithio'n dda mewn sawl rhan o'r sefydliad, ond mae angen inni sicrhau bod hyn yn wir yn gyffredinol a'i fod yn bodoli gyda staff ar yr holl faterion perthnasol, ynghyd ag anogaeth weithredol i adborth a syniadau gan staff.
- 1.4.** Yn y Polisi hwn, mae "cyfathrebu mewnol" yn cyfeirio at gyfathrebu ffurfiol gyda, a rhwng, pob un o weithwyr Meithrinfa Wibli Wobli sy'n ymwneud â materion busnes.

## Egwyddorion ac Amcanion

### 2.1. Egwyddorion:

Bydd y cyfathrebu rhwng rheolwyr a staff fel a ganlyn:

- 2 ffordd
- agored a gonest
- addysgiadol
- amserol
- grymuso
- rhagweithiol
- ymatebol i gwestiynau ac adborth
- cydgyssylltiedig a chyson
- hygyrch i bawb

### 2.2. Amcanion:

Trwy gyfathrebu rhwng staff, bydd Meithrinfa Wibli Wobli yn:



- darparu'r holl staff â'r wybodaeth sydd ei hangen arnynt i gyflawni eu swyddi yn effeithlon ac yn effeithiol
- troi Gwerthoedd cytûn y sefydliad yn realiti drwy nodi ac annog patrymau ymddygiad priodol
- helpu i gyflawni ein Strategaethau drwy ddefnyddio cyfathrebu i nodi'r camau gweithredu sydd eu hangen
- annog a defnyddio adborth a syniadau gan yr holl staff
- annog ymdeimlad o hunaniaeth gorfforaethol a pharodrwydd i ymgysylltu â'r cwmni
- dangos bod staff yn cael eu gwerthfawrogi
- darparu sianeli clir ar gyfer cyfathrebu priodol mewn argyfwng

### 2.3. Outcomes:

Bwriad Meithrinfa Wibli Wobli yw creu a chynnal mwy o amrywiaeth o fewn y sefydliad, gyda gweithwyr yn amrywio o ran rhyw, oedran, ethnigrwydd, anabledau, cyfeiriadedd rhywiol a chrefydd a chred. Er mwyn creu hyn byddwn yn darparu cyfleoedd ar gyfer:

- dilyniant o fewn y sefydliad
- lefelau uwch o wybodaeth, sgil, dealltwriaeth, addysg, trwy hyfforddiant a phrofiad o dasgau amrywiol
- lefel uwch o ymgysylltu â phob lefel o'r sefydliad

### Dulliau Cyfathrebu

**3.1.** Bydd Meithrinfa Wibli Wobli yn sicrhau bod dulliau cyfathrebu yn hygyrch, yn addysgiadol, yn berthnasol ac yn briodol i'r holl staff. Yn gyffredinol, rydym yn:

- yn parhau i nodi'r dulliau cyfathrebu ac adnoddau gorau a gorau sydd eu hangen i gyflawni amcanion a chynlluniau strategol y sefydliad wrth iddynt ddatblygu a derbyn sylwadau, barn a syniadau gweithwyr
- sicrhau mai'r prif ddull cyfathrebu fydd wyneb yn wyneb â'r personau priodol – gan fod ymchwil yn dangos yn gyson mai dyma'r ffordd fwyaf effeithiol o fod yn agored ac eglur wrth gyfathrebu e.e. cyfarfodydd un i un, cyfarfodydd tîm, cyfarfodydd adrannol.
- yn defnyddio dulliau electronig o gyfathrebu lle bo'n briodol gan annog ymatebion ar bob achlysur

### Disgwyliadau a Chyfrifoldebau

**4.1.** Fel aelod o staff, gall unrhyw weithiwr ddisgwyl bod:



- darparu gwybodaeth berthnasol a chael gwybod am ddatblygiadau y cytunwyd arnynt
- ymgynghori ar faterion sy'n berthnasol i'w perfformiad unigol, maes gwaith a'r sefydliad ehangach
- cael y cyfle i godi cwestiynau neu faterion o bryder sy'n berthnasol i'w gwaith
- bydd cwestiynau bob amser yn cael eu trin o ddifrif ac yn barchus ac yn cael eu hateb ar unwaith neu o fewn cyfnod rhesymol

#### 4.2. Rhaid i weithwyr:

- codi cwestiynau neu broblemau perthnasol gyda'u goruchwyliwr a bydd cwestiynau'n cael eu trin o ddifrif ac yn barchus
- mynychu cyfarfodydd lle gofynnir am hynny neu lle nad yw hyn yn bosibl, trefnu i gael adborth gan gydweithiwr neu oruchwyliwr
- darllen e-byst neu hysbysiadau perthnasol Meithrinfa Wibli Wobli

#### 4.3. Rhaid i bob arweinydd ystafell:

- siarad â'u staff am faterion perthnasol a sut mae materion o'r fath yn berthnasol i'w maes gwaith
- trafod a yw cynigion yn "ymarferol" neu sut y gellid eu gwella ac ati.
- sicrhau nad yw'r dull a ddefnyddir yn disodli cyfathrebu wyneb yn wyneb yn ddiangen er mwyn i weithwyr gael cyfle i drafod y mater a chodi unrhyw broblemau, pryderon neu argymhellion perthnasol
- grymuso staff drwy roi gwybodaeth iddynt i'w galluogi i wneud eu swyddi cystal â phosibl;
- trin cwestiynau gan staff o ddifrif ac yn barchus ac ymateb, boed yn syth neu ar ôl ymchwiliad pellach, gydag ateb ac esboniad
- annog rhwydweithio gan staff, gyda staff mewn rhannau eraill o'r sefydliad a chyda rhanddeiliaid eraill;
- codi unrhyw broblemau neu faterion o bryder sylweddol yn eu maes (na ellir eu datrys yn hawdd) gydag uwch reolwr
- ceisio cael cymaint o wybodaeth â phosibl am y materion sy'n berthnasol i'w maes a'u staff
- mynychu hyfforddiant perthnasol yn ymwneud â chyfathrebu mewnol, os gwahoddir chi

#### 4.4. Rhaid i reolwr y feithrinfa:



- cefnogi'r arweinwyr ystafell, gan adrodd iddynt wrth gyflawni eu cyfrifoldebau a restrir uchod gan gynnwys sicrhau bod ganddynt yr holl wybodaeth berthnasol a'u bod wedi'u hyfforddi'n ddigonol lle bo angen
- cynnal cyfarfodydd rheolaidd i drafod datblygiadau, cynlluniau a pherfformiad o fewn eu hardal/ystafell, yn ogystal â datblygiadau sefydliadol ehangach lle bo'n berthnasol
- ymgynghori â nhw ar bob datblygiad arfaethedig perthnasol i sicrhau eu bod yn ymarferol

| <i>Mabwysiadwyd y polisi hwn ar:</i> | <i>Arwyddwyd ar ran y feithrinfa</i>        | <i>Dyddiad adolygu</i> |
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| 23/6/2023                            | <small>DocuSigned by:</small><br>M. Neerews | Mehefin 2024           |

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