



Engaging and informing our people through effective Work Time Listening & Learning

Joint Statement between Royal Mail and the CWU for Delivery

Work Time Listening and Learning (WTLL) sessions are a vital part of our operation as they enable all postmen and women to understand the business and enable the business to hear directly from frontline colleagues.

WTLLs are a key touchpoint for engaging with the workforce and providing them with a chance to discuss pertinent workplace issues that affect them, customers and the business. It is also an opportunity for everyone to have an interactive discussion about matters of local significance such as how we are doing whilst incorporating individual workplace culture.

We want to ensure the WTLL sessions are as fully inclusive as possible by embracing as much knowledge and experience through participation of not only the local managers, but also the local CWU Representatives, Workplace Coaches along with Health & Safety representatives.

A review of WTLLs and the outcomes

A joint review of the WTLL process took place last year in the form of a questionnaire being completed between DOMs and local CWU reps in selected delivery units throughout the country. This revealed some inconsistencies in how these sessions were being deployed across-the business, namely:

- Part timers were not consistently able to access WTLL sessions or sessions were not timetabled to accommodate different duty patterns
- In some units, sessions were sporadic and sometimes cancelled due to the demands of the operation. In a number of units, WTLLs never happen at all
- Many managers prepare and deliver well thought out and engaging sessions but the review identified that communication skills could be further improved
- Local and unit/team specific information needs to be included in all sessions,

Following this review, Royal Mail and the CWU have agreed to reconfirm our joint commitment to WTLLs and to work together to achieve the following:

- Facilitate better access to WTLL sessions for all colleagues including part-timers
- Assist managers and others to communicate more effectively by producing a guidance [toolkit](#)
- Confirm and enforce the operational standard for WTLLs and communicate this to the ops community so that sessions take place on a regular basis
- Improve content of WTLL briefs to make them as interactive and engaging as possible and indicate where other people in the unit could assist with the session

Actions and agreement on WTLLs

The National agreement on WTLL is that 30 minutes is allocated each week to communicating issues and news that help frontline colleagues to understand their role. This assists us to do things correctly, facilitates our compliance to regulations and improves our service to customers. WTLLs are part of our core Ops Standards and should be jointly delivered where possible and necessary every week on an agreed day and time, to ensure all colleagues, full time and part time, have the opportunity to be involved.

A toolkit for managers has been developed providing guidelines and tips for effective communication of WTLLs. This is available on the intranet for the use of all managers and a copy will be made available for local CWU representatives. The toolkit also contains guidelines on the expectations for the inclusion of part-time colleagues.

The toolkit also outlines a collaborative process to follow in terms of agreeing content for the session and the most appropriate person to deliver a particular message. This is as follows:

- A discussion at weekly resourcing meetings in terms of when the WTLL Session will be delivered
- Following the issue of the national WTLL brief on a Friday, a discussion is held with the Local Rep at that point in order to discuss who will deliver which part, together with any local issues that warrant inclusion
- Manager and Local Rep have a discussion after the WTLL to look at any action points
- Local CWU Rep can also host the session – either jointly or independently, provided that the content is agreed as above

Why WTLLs are important

We want to make sure these sessions happen each week for every full time and part time colleague and to make them as effective and engaging as possible. The 30 minutes is a significant investment each week and it's critical that we use this time meaningfully. We encourage everyone to review how WTLLs run in your office and make sure we are making the most of this opportunity for-colleagues to talk, together.

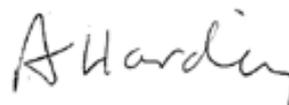
This relaunch of the WTLL will take place in February 2019 and will in the first instance be communicated to senior operational managers and CWU Divisional Representatives, prior to being widely rolled out and communicated through our respective channels. Following this, Delivery Office Managers and Local CWU Representatives will meet and discuss this new approach, in order to familiarise themselves with what is to be expected moving forward, and to be in a position to deliver WTLL sessions in a more joined-up and positive way.

Any issues or queries on this matter should be directed to the relative national parties.

Signed



Mark Baulch
CWU Assistant Secretary



Anton Harding
RMG National Delivery Director