

## Consultation Techniques

Method	Description	Benefits	Considerations
Team Meetings	Defined teams meet to discuss their ideas	<ul style="list-style-type: none"> <li>• Good for when a manager needs to pass information down to their team.</li> <li>• Safe environment as staff know each other</li> <li>• Address similar issues causing anxiety</li> <li>• Capture joint expertise to solve an issue</li> </ul>	<ul style="list-style-type: none"> <li>• Adequate time must be allowed for group discussion</li> <li>• Needs to be facilitated</li> </ul>
Online Information and Feedback Site	A website provides available information for employees. An email address or other online mechanism is provided for employees to record feedback	<ul style="list-style-type: none"> <li>• Easy for staff to access at their convenience</li> <li>• Employees may feel safer offering feedback this way</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure feedback is acknowledged.</li> </ul>
Group email	An email is sent out to stakeholders	<ul style="list-style-type: none"> <li>• Easy to communicate information to a large group of people</li> </ul>	<ul style="list-style-type: none"> <li>• This is only a one way communication tool. An email address or other feedback mechanism must be provided.</li> </ul>
Surveys	A tool used to collect quantitative or qualitative information. A survey may focus on opinions, factual information or involve asking individuals questions. Survey questions are usually structured and standardised	<ul style="list-style-type: none"> <li>• An efficient way of collecting information from a large number of respondents</li> <li>• Can be anonymous</li> </ul>	<ul style="list-style-type: none"> <li>• Will employees complete a survey?</li> <li>• If surveying large numbers who will collate the results of the survey?</li> </ul>
Focus Groups	A focus group can be defined as a group of interacting individuals having some common interest or characteristics, brought together by a moderator, who uses the group and its	<ul style="list-style-type: none"> <li>• Identifying problems and engages participants in suggesting solutions</li> <li>• Encourages different perspectives</li> </ul>	<ul style="list-style-type: none"> <li>• Ideal number is seven to ten people</li> <li>• Needs representatives from a range of perspectives and work areas</li> <li>• Needs to be facilitated</li> </ul>

	interaction as a way to gain information about a specific issue.		<ul style="list-style-type: none"> <li>Group discussion is conducted several times with similar types of participants to identify trends and common themes</li> </ul>
Comment Walls	A question is put on a board, wall or paper that is in a prominent place for a certain period of time (one – two weeks). Employees can add their thoughts and comments to the wall	<ul style="list-style-type: none"> <li>Can be placed at multiple locations and sites</li> <li>Enables employees to take time to consider their feedback and add to over a period of time</li> <li>Is anonymous</li> </ul>	<ul style="list-style-type: none"> <li>Ensure employees are aware of the location and purpose</li> <li>Employees may be influenced by prior comments made by other employees</li> </ul>

## References

Achievement program: Workplace consultation methods fact sheet. Retrieved from [www.achievementprogram.health.vic.gov.au/LiteratureRetrieve.aspx?ID=132371](http://www.achievementprogram.health.vic.gov.au/LiteratureRetrieve.aspx?ID=132371) 30 July 2018

Best Practice Guide – Consultation and cooperation in the workplace. Retrieved from <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/best-practice-guides/consultation-and-cooperation-in-the-workplace> 30 July 2018.