



# Internal Communications

## Tell us what you think about Glasgow Life's internal communications Please complete our short survey

We're looking to improve the reach and effectiveness of our internal communications, to ensure everyone in Glasgow Life feels informed, connected, and engaged.

This short anonymous survey is made up of 14 questions and will take no more than 10 minutes to complete, so please share your thoughts and experiences.

Your honest feedback is invaluable in helping us to identify areas for improvement and implement changes that will benefit everyone. All responses will remain completely confidential.

Please only complete this paper version of the survey if you don't have access to the online version, which is available at <https://surveys.glasgowlife.org.uk/s/internal-comms-survey-2024/>

Once completed, **please return it by Friday 6 September** to your line manager or place it in your internal mail addressed to: Internal Comms Team, Glasgow Life Marketing Communications, 4th Floor, 38 Albion Street, Glasgow, G1 1LH.

- 1. Do you have any of the following – a Glasgow Life email address/PC/laptop and/or mobile phone?**

a. Yes       b. No

- 2. Do you think it's important to know what is going on (please choose yes or no for each statement):**

a. Across Glasgow Life      Yes     No   
b. In your service area      Yes     No   
c. In your venue/team      Yes     No

- 3. Thinking of Glasgow Life, what are you interested in (select all that apply)?**

- Everything that goes on across our charity
- Things that happen in my service area only
- Things that happen in my venue/team only
- Human Resources – for example, wellbeing support, pay information, policies and forms
- Learning and Development opportunities – for example, training/GOLD courses, behaviours framework, performance management
- Achievements, awards and case studies
- Doing my role to the best of my ability, I'm not really interested in what goes on elsewhere

**4. Which of the following internal communications channels are you aware of (select all that apply)?**

- Weekly Bulletin email (sent every Friday at 3pm)
- Wider internal communications emails
- Colleague Updates section of our intranet
- Colleague Information section of the Glasgow Life website (available on your personal phone/computer)
- Monthly Behind the Kettle posters
- Ask Susan mailbox
- Internal communications mailbox
- None of these

**5. Thinking about our internal communications channels, which do you read or engage with regularly (select all that apply)?**

- Weekly Bulletin email (sent every Friday at 3pm)
- Wider internal communications emails
- Colleague Updates section of our intranet
- Colleague Information section of the Glasgow Life website (available on your personal phone/computer)
- Monthly Behind the Kettle posters
- Ask Susan mailbox
- Internal communications mailbox
- None of these

**6. Specifically, do you find our monthly Behind the Kettle poster informative?**

- Yes
- Sometimes
- No (if not, what type of interesting/useful content would you like to see included?)

**7. If you had something you'd like to ask our Chief Executive Susan Deighan and/or our Leadership Team how likely are you to use the Ask Susan mailbox?**

- Very
- Maybe
- Not

**8. Do you know how to submit a good news story about your service/team/venue to Internal Communications (for inclusion in our Weekly Bulletin email/Behind the Kettle poster and on our intranet/Colleague Information web pages)?**

- Yes
- No, but would like to
- No, not interested

**9. What might put you off getting in touch with Internal Communications (select all that apply)?**

- Time pressures
- No access to a Glasgow Life device (PC/laptop/mobile phone)
- Not sure what is required
- Not sure if I need approval to share content
- Other – please tell us

**10. How would you prefer to receive updates about what is going on in Glasgow Life (please rank in order of preference)?**

- Checking internal comms channels using my
- Glasgow Life email address/device
- Receiving updates to my personal email address/text to my personal phone number
- Regular email updates from my line manager
- Regular team briefings and/or face-to-face catch ups with my line manager
- Scheduled team sessions with my Head of
- Service/the Leadership Team
- Other – please tell us

**11. How valuable do you think the information provided by Glasgow Life Internal Communications is?**

- Very, I like to know what is going on across Glasgow Life
- Reasonably, especially if it features content about my service area/venue/team
- A little, I cast my eyes over content when I have time
- Not at all, it rarely contains anything that interests me

**12. Would you be happy to receive Internal Communications updates direct to your (please choose yes or no for each statement):**

- a. Personal email address                      Yes     No
- b. Text message to your                        Yes     No
- personal phone number

**13. Which part of Glasgow Life do you work in?**

- Arts, Music and Cultural Venues
- Museums
- Libraries
- Communities
- Sport
- Events
- Corporate/other

**14. What suggestions do you have for improving Glasgow Life's internal communications? Please tell us anything else you think is important about our approach to sharing information with colleagues including anything you would like to know more about.**