



ESO External Communications and Engagement

Background

What are we doing:

- We are looking at how the ESO currently engages and communicates with its external audiences, and how we can make improvements in this area.

What outcome do we want to achieve:

- To position National Grid ESO as a Trusted Partner, by delivering an effective audience engagement strategy that is aligned to our strategic priorities
- Provide more engaging and accessible information – received through the right channels
- Improve transparency of our communications
- Improve ways of co-creating across the industry



[Link to interactive whiteboard:](#)

<https://easyretro.io/publicboard/RT5tWaGtM2QK3Pm0uZR07tkLvTG2/243c94a4-5d97-42f9-ad13-a19edbbba4731>

We need your help

We want to develop a comms and engagement approach that is driven by customer and stakeholder insights.

For the session today want to ask you a series of questions on different topics and using the interactive whiteboard we will gather your thoughts and feedback which will help to shape our thinking and proposals.

If you'd like to reach out to us after the session, please contact Marcus or myself at:

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