START

- Communication is all about organization, and we can start thinking about how to best organize our communications.
- Arranging things in a manner that we can refer to it and make sure we follow-up.
- Knowing what methods are best to help us communicate with others (is it email, chat, etc.?); thinking about how others will refer to messages and keep track of requests is important
- Keeping an accurate record of progress and requests via chat can be challenging, so using email is preferred as it serves as a better source of reference
- Getting on the same page for responding on various channels would be nice. Having an office-wide discussion on guidelines for responding on various channels. E.g. Christy tries to respond to email within 24 hours, whereas she responds to chat more immediately
- Email is better used for things that require more involved discussion/information
- Use chat for quick response-type needs but perhaps not ideal for conducting business
- Zoom can be used to communicate quickly and effectively within departments.
- Documentation of processes for different projects and initiatives may prove beneficial.
- It would be helpful to receive acknowledgement that you received messages and when we might receive a response
- It would be helpful to communicate the priority of need when we send/receive messages
- A status update would be great; a follow-up phone call might be necessary to keep things moving. New team members may benefit from speaking to someone in person. Personal connection is important!
- Oftentimes we are inundated with information, and many of our team members are understanding when they reach out repeatedly.
- [START] Create guidelines/best practices for communicating with staff.
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