

# COMMUNICATION CHANNEL USE AND NORMS

TOOLS	WHEN TO USE	RESPONSE TIME	SUGGESTED NORMS
<p><b>CHAT / INSTANT MESSAGING</b></p> <p>(SLACK, TEAMS, YAMMER, PAGER, TEXT)</p> <p>(SKYPE ENDS MARCH 2022)</p>	<ul style="list-style-type: none"> <li>■ For time-sensitive, urgent messages</li> <li>■ Quick questions or feedback</li> <li>■ Short and simple conversations</li> </ul>	<ul style="list-style-type: none"> <li>■ ASAP</li> </ul>	<ul style="list-style-type: none"> <li>■ Use with fewer than 6 people</li> <li>■ Set and show your availability</li> <li>■ Respect the availability of others by avoiding sending after hours or when receiver(s) are in meetings</li> <li>■ Avoid complicated questions or conversations</li> </ul>
<p><b>EMAIL</b></p> <p>(SEE <a href="#">EMAIL GUIDELINES</a> FOR NORM SUGGESTIONS)</p>	<ul style="list-style-type: none"> <li>■ For important, timely information</li> <li>■ Use when you need a record of all communication</li> <li>■ To share attachment or direct the receiver to an online source</li> <li>■ Confirm or schedule meetings or appointments</li> <li>■ Recap important conversations</li> <li>■ Send company or team-wide announcements</li> </ul>	<ul style="list-style-type: none"> <li>■ Expected within 24 hours, but dependent on priority</li> </ul> <p>(Team can develop norms around email timing and response time.)</p>	<ul style="list-style-type: none"> <li>■ Use identifiers in subject line for urgency and response expectations</li> <li>■ Avoid when immediate response is required</li> <li>■ Use <a href="#">SBAR</a> (Situation, Background, Assessment, Recommendation) to both organize content and prompt a quick response</li> </ul>
<p><b>MEETINGS</b></p> <p>(ZOOM, TEAMS, OR IN PERSON)</p> <p>(SEE <a href="#">MEETING GUIDELINES</a> FOR MORE SUGGESTIONS)</p>	<ul style="list-style-type: none"> <li>■ Consider when communicating with multi-disciplinary teams or with outside vendors, as they may need more context.</li> <li>■ Call a meeting when communication can benefit from lengthy visuals (e.g., project status reports, presentation decks)</li> </ul>	<ul style="list-style-type: none"> <li>■ Schedule in advance</li> <li>■ Determine priorities when scheduling</li> <li>■ Make sure the right people are invited</li> </ul>	<ul style="list-style-type: none"> <li>■ Make introductions and use an <a href="#">agenda</a></li> <li>■ For online meetings, use tools like mute and chat to keep focus on those talking or presenting</li> <li>■ Record calls or take/share notes for those who miss meeting</li> </ul>