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| **Channels** | **Adequacy** |
| Track timelines and tasks using a shared management/organization system. | State the purpose of a communication at the beginning. |
| Update project status. | Reduce extraneous details. |
| Communicate organization vision and goals in a face to face all staff meeting. | Communication is reliable and accurate because a system/process is in place. |

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| Inform staff of policy  changes in all staff meeting. | Timely feedback is provided on job performance. |
| Handbook is used to communicate procedure, guidelines, policies. | Set clear goals and expectations. |
| Written communication. | Information is provided in the time frame that it is needed. |
| Information is provided in multiple forms and consistent across all of them. | Roles are assigned in meetings/projects. |

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| Instant message | Relevance |
| Non-verbal cues | **Flow** |
| Face-to-face | Regular 1-1 meetings |
| Multiple perspectives | Cross-team project meetings |

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| Transparency | **Resonance** |
| Trust | All employees are  treated as partners  capable of understanding complexities. |
| Engagement with message  (cognitive, emotional,  &/or physical) | Use a communication management plan to determine which channels and frequency should be used on a particular project |
| Confront misunderstandings ASAP | Use a stakeholder map to determine who needs what kinds of information about a particular project. |

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| Employees have a responsibility to voice concerns, issues, and listen to feedback. | Involve project collaborators in decision-making. |
| Provide the rationale  behind decisions. | Follow-up |
| Elicit feedback through polls. | Relationship Building |
| Quantity & Quality | Ask for help when  you need it. |