

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.

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

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

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

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