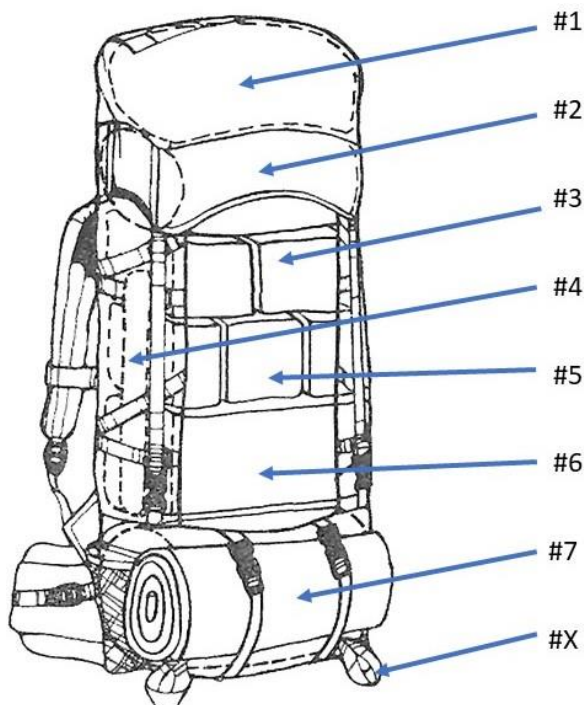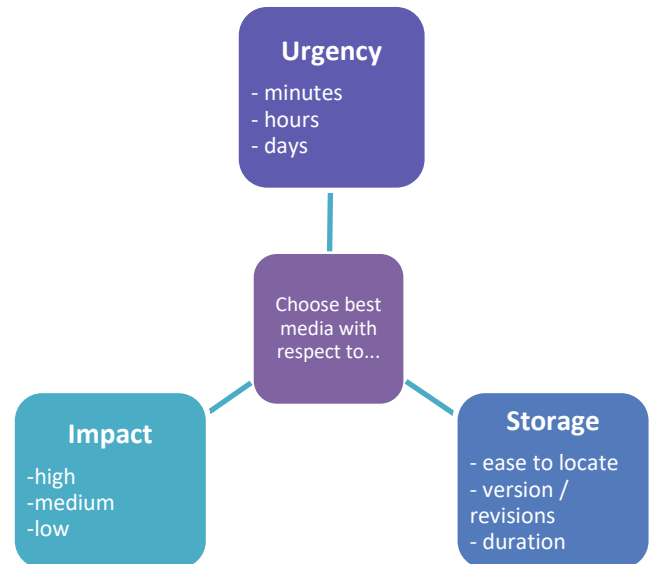# Communication framework
5 tips for effective remote working: tip # 1

Communication framework for remote working

Start by constructing a communication framework that is logical and easy to use and understand for all team members.

Step 1: Make the distinction between important versus urgent and understand the different levels.

Step 2: Choose and then "**train**" others as to the appropriate medium to use per item/task.

Step 3: Create the awareness in how beneficial this is for everyone. Especially in terms of productivity and decreasing the overall stress at work.

Step 4: Finetune and determine your communication framework. Send a simple and explanatory copy to all team leaders and team members.

Urgency
- minutes
- hours
- days

Choose best media with respect to...

Impact
-high
-medium
-low

Storage
- ease to locate
- version / revisions
- duration

#1   Water, 'snacks' and map, easy to grab
Call with voicemail and SMS-text message

#2   First aid kit, warm- and water proof clothing
SMS-text message with subject or summary

#3   Personal medication, spare phone/radio and map
Confirmations/ completed tasks with WhatsApp/ Instant messaging

#4   Walking sticks, safety rope and webbing
Update work-in-progress using WhatsApp / Instant messaging

#5   Shared cooking gear and food
Shared/ cloud folder to store the document as appropriate

#6   Shared bivouac gear (tent, axe, shovel, ..)
Notify when important items are saved or updated

#7   Mattress, sleeping bag and extra warm clothing
Right amount of information to the right person at the right time

#X   Useless and frustrating to use for almost anything
Email with BCC: and CC:

Jeroen Tholen
+33 6 51 59 45 29
jtholen@funandvictory.com
funandvictory.com

in collaboration with:
Accelerate your team
PERFORMANT
never work the same way again

For a communication framework to work it needs to be a two-way street, both sides must agree and commit the new modalities.

#1   Urgent + High Impact

What you can do	What you can count on me to do
Call now!	Always pick up your call or call back within 5 min
If you leave a voicemail, leave at least a subject or summary	Prepare or take action prior to calling you back
We all agree "please call back" is unacceptable	
➢ *Leave a voicemail **and** send an SMS / Text Message with delivery receipt set to on* ➢ *Quantify the impact and any deadlines specifying consequences*	

#2   Urgent + Medium Impact

What you can do	What you can count on me to do
SMS / Text Messaging	Keep the in-coming message alert **on** and reply within 20 minutes
Include at least a subject or summary in the text	Prepare or take action prior to calling you back
We all agree "please get in touch" is unacceptable SMS / Text Messaging "ping-pong" is also unacceptable	
➢ *Works well when the other person is travelling, tip: switch "delivery receipt to on"* ➢ Good for urgent yet closed questions requiring a brief response or confirmation	

#3   Urgent + Low Impact

What you can do	What you can count on me to do
WhatsApp / Instant messaging app	Keep the in-coming message alert **OFF** when I am in a meeting or need to focus, can be hours
Include at least a subject or summary in the text	Acknowledge receipt ASAP, unless trivial
We all agree "please get in touch" is unacceptable Messaging "ping-pong" is limited to **two** back & forth exchanges, then **call**	
➢ *Great for small organisational snippets, setting up meetings* ➢ *Perfect for confirmations/ completed tasks/ ensuring received information*	

Jeroen Tholen
+33 6 51 59 45 29
jtholen@funandvictory.com
funandvictory.com

in collaboration with:
Accelerate your team
never work the same way again

PAGE 2   ©PERFORMANT, ALL RIGHTS RESERVED

#4   Can wait hours + one-off document requiring action

What you can do	What you can count on me to do
Email **plus** WhatsApp / Instant Messaging	WhatsApp / Instant Messaging to confirm receipt and make a note not to forget and reserve a time in the agenda to do it
To: only those required to take action CC: only those for whom the information is critical to access, before the next weekly meeting	Update work-in-progress using WhatsApp / Instant messaging
No CC: to show others that you did some work No CC: to cover yourself No internal BCC: *ever!*	Hold everyone to these standards to avoid email clutter and email chain
Email "ping-pong" is limited to **two** back & forth exchanges, then **call** We create and use a shared / Cloud folder to store the document as appropriate	
➢ *70% of email results in no action and comes from inside the organization – stop it!*	

#5   Can wait days + one-off document requiring action

What you can do	What you can count on me to do
Email	Check my email at least twice a day and not to read my emails as they come in
To: only those required to take action CC: only those for whom the information is critical to access, before the next weekly meeting	Acknowledge receipt and update work-in-progress using WhatsApp / Instant messaging
No CC: to show others that you did some work No CC: to cover yourself No internal BCC: *ever!*	Hold everyone to these standards to avoid email clutter and email chain
Email "ping-pong" is limited to **two** back & forth exchanges, then **call** We create and use a shared / cloud folder to store the document as appropriate	
➢ *70% of email results in no action and comes from inside the organization – stop it!*	

Jeroen Tholen
+33 6 51 59 45 29
jtholen@funandvictory.com
funandvictory.com

in collaboration with:
Accelerate your team
PERFORMANT
never work the same way again

PAGE 3   ©PERFORMANT, ALL RIGHTS RESERVED

#6   Can wait hours + case / supporting documents

What you can do	What you can count on me to do
WhatsApp or email as appropriate plus link to Shared / Cloud Folder location of documents Notify by WhatsApp / Instant Messenger when import items are saved or updated	Check my email at least twice a day and not to read my emails as they come in To fully focus because Shared / Cloud folder notifications are minimised or off
To: only those required to take action CC: only those for whom the information is critical to access, before the next weekly meeting	Acknowledge receipt and update work-in-progress using WhatsApp / Instant messaging
No CC: to show others that you did some work No CC: to cover yourself No internal BCC: *ever!*	Hold everyone to these standards to avoid email clutter and email chain
Email "ping-pong" is limited to **two** back & forth exchanges, then **call** We always use a Shared / Cloud folder to store the document with version numbers	
➢ *15% of all time on emails is wasted on searching for the latest version – stop it!*	

#7   Can wait days

What you can do	What you can count on me to do
Write it on a list for the next weekly or monthly meeting	Come prepared and participate at the weekly meeting
Share it by the coffee machine or in the after-work	Bring pertinent topics to the weekly meeting to engage relevant team members
We agree no-one can miss more than two consecutive meetings	
➢ *The goal is to provide the **right amount** of information to the **right person** at the **right time***	

Jeroen Tholen
+33 6 51 59 45 29
jtholen@funandvictory.com
funandvictory.com

in collaboration with:
Accelerate your team
PERFORMANT
never work the same way again

PAGE 4