**EXAMPLE DOCUMENT: Team Communication Approach**

The purpose of this document is to outline communication approach and etiquette. This is not a fixed approached but one we would encourage staff to follow and adopt where possible.

**Slack**

* We use Slack across in preference to email.
* You can utilise your Slack Status should you be in a meeting, away from the computer or on holiday.
* Channels - Good practice to archive regularly when discussion or event is over.
* Direct Messages - for individual colleagues or groups of colleagues involved in the same chat or issue.

*When can you expect a reply?*

* When using @name or Direct Message during their working day.
* Within the channels only when you need a response from everyone there. Be clear about what type of response you want. Thumbs up means "yes" and thumbs down means "no".

**E-mail**

• We still use email to communicate with others in internally. Emails would be sent for the purpose to communicate more extensive messages and also attachments.

*When can you expect a reply?*

• Once email is used for communication internally, it is normally best to reply (if required) using email so that the thread can be followed if needed by both parties.

• All emails should be responded to within 24 hours of receiving them, even if it’s a holding note if you need longer to formulate a more detailed response.

**Team meetings**

• We start on time and we finish on time!

• These will vary between teams and can be called for specific pieces of work, planning or catch ups. Be sure that you know what is expected of you at these meetings and prepare.

• Suggestion to keep catch up meetings focused and on time: Everyone gets 1 minute to talk about their top 3 things (milestones / events) going on. Raise anything you need an informed opinion on in advance.

**Text message / WhatsApp**

• Only to be used for urgent work related issues. This may also be the best way to communicate out of hours if you have to, such as letting someone know you are sick or in an emergency.

*When can you expect a reply?*

• As soon as possible you should reply to this message as it will be seen as an urgent message.

**Telephone calls (working hours)**

• This is still encouraged as it can be so much easier to get a point or discussion across by speaking directly with a person. It is often better to drop someone a quick Slack message to ask if they are free for a call.

**Telephone calls (out of hours)**

• Only to be used for work related issues if you need to speak to someone urgently, or in the case of an emergency, or if the recipient has requested it.

**General**

• It is important to keep your calendar updated, your status in Slack and your email out of office. This way, people can avoid communicating with you if they know you are away, in a meeting or on holiday.

• Please respect that people are using personal mobile numbers for work therefore these should not be shared with third parties unless permission given.