

**We have so many ways to communicate these days, it can be confusing to decide which communication method best suits the situation.**

Geographically dispersed teams, remote meetings, and 24/7 connectivity add a degree of complexity that did not exist even 20 years ago. This facilitated engagement enables teams to review the pros and cons of each communication method and effectively implement standards of communication that support team objectives and priorities. The course includes practical tools that simplify the communication process, while increasing productivity and results exponentially.

## The Approach

This is an 8 hour facilitated session. Prior to the engagement, a series of interviews will be conducted to help identify any existing communication policies that would need to be taken into consideration.

## The Ideal Client

Teams, project leaders, managers, highly collaborative organizations, and highly matrixed teams and groups.

## The Objectives

- Best practices and clear common framework for determining when and how to communicate by email, instant messenger, phone, text, or when a meeting is appropriate.
  - Response times for each type
  - Escalation paths
  - Communication Matrix
- Proactively establish an appropriate communication culture that supports reduced email volume, and improved clarity in communication.
  - Email etiquette
  - Effective subject lines
  - To/Cc and Bcc lines
  - Reply / Reply All
  - "P.A.S.S Model"
  - Communicating Action
- Clear framework for deciding when a meeting is appropriate and best practices for meeting effectiveness.
  - Scheduling, preparing, and conducting meetings
  - Follow up
  - Accountability matrix
  - 1:1 Meeting guidelines

