THE IMPORTANCE OF COMMUNICATION

Workshop Description:

Do you find yourself texting coworkers, responding to client emails, sending a message through Microsoft Teams (or Messenger, Jira, Asana, Monday, etc.) or returning voice messages at all hours of the day? Maybe even on vacation?

We all want to appear engaged and responsive, but often the lack of definition around communication expectations can lead to employee conflict, privacy records retention failure, lack of work/life balance, loss of information, duplicate work, and an overall sense of overpromising and underdelivering.

"The Importance of Communication Guidelines" workshop enlists key employees to develop and finalize your company-specific communication expectations. We'll walk you through three phases:

*Choosing your tools/channels
*Response time expectations
*Accountability and gentle steerage tactics when people forget

..all designed to generate a guidelines document to outline the mediums, delivery methods, corresponding situations and expected response time ranges, including urgent or elevated issues needing immediate responses. We also cover office etiquette and other professional behaviors.