# Establishing CLEAR Expectations

# For DIGITAL Team Communication

One of the most damaging issues for teams is a **LACK OF CLARITY**...



# ALL Failure is the Result of Vagueness!

*Have you EVER had an issue with someone on your team not responding in what you thought was an acceptable amount of time?*

*Have you ever been bothered by having to meet when an email was sufficient?*

*Have you ever had trouble getting someone on your team to respond to phone calls?*

**...If you answered YES to ANY of those questions, THIS ACTIVITY IS VITAL TO ESTABLISHING EFFECTIVE COMMUNICATION!**

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## At your next meeting, *use these 11 team communication guidelines* to DEFINE YOUR TEAM EXPECTATIONS regarding email and electronic messages:

1. We agree that for URGENT needs, we will **use face-to-face or phone conversation**, NOT Email.

2. We will **ONLY use "Reply All" when absolutely NECESSARY** for ALL to get the response.

3. We agree as team members to **check Email at least 3 times** each business day:

   - By ___ In the morning
   - Between Noon – 1:30
   - Between 4:00 pm and leaving
   - Other_____

4. We agree to use the following in subject lines to ensure clarity about the **LEVEL of importance**:

   **"L1"** = THIS MESSAGE NEEDS TO BE OPENED NOW!

   **"L2"** = THIS MESSAGE IS IMPORTANT, BUT NOT URGENT

   **"L3"** = THIS MESSAGE IS USEFUL, BUT IT CAN WAIT

   **\*Learn more about making <u>email urgency notice easy as 1-2-3 here:</u>**
   https://greatresultsteambuilding.net/better-email-communication-with-your-team-is-easy-as-1-2-3/

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5. If it's necessary to use email to efficiently get team perspectives by a VOTE, **we will use VOTE in the subject line** to indicate vote required.

6. We agree it is **okay (even advisable) be OFF of email between midnight and 6:00 am** during the week, and OFF of email on weekends and holidays unless otherwise addressed beforehand.

7. We agree to remain mindful and **use positive pleasantries such as "please," and "thank you,"** to remain respectful and kind in our tone.

8. We agree to **use and update Outlook** as our primary team calendar.

- we will use the "Invite" feature for team events and meetings

- we will send changes to appointments & explain the need using bold font

9. We agree to use **Text Messages** ONLY for Urgent Communication (IL1), for **short precise comments, or for alerts to check another medium**

    - "Can I call you?"

    - "Please see my Email."

10. We agree **to use Phone calls for conversations, decision making, and questions** to ensure we hear tone and can clarify responses.

11. We agree to **reply to teammates using the original format** unless otherwise stated.

- Email = Respond via Email

- Phone Call = Respond via Phone Call

- Text = Respond via Text

*While this list of 11 team communication suggestions will help you clarify and define your expectations, there are likely other team-specific items you may want to add or modify…*