

# Team Communication Guide

## Page 1.

### What do we use synchronous communication for?



- Deep work conversations and problem solving after we have shifted individually
- Collaborative decision-making after we have shifted individually
- Important company changes / announcements
- Team bonding
- Self-reflection / performance / OKRA discussions
- Coaching conversations
- Personal / tougher conversations and feedback

### What do we use asynchronous communication for?

- Information sharing
- Individual shifting work for problem solving
- Collaborative problem solving and work that doesn't require a live discussion
- Planning
- Posing questions that require a non-urgent response, that require thought, research or link / document sharing etc.
- Confirming points from synchronous communication



### As a team, do we default to asynchronous or synchronous communication?



Asynchronous. Why? Because we want to:

- optimise our time and minimise unnecessary distractions
- generate our own unique thoughts first before being influenced by others
- encourage everyone to try solving their own challenges first
- give people the time to think something through before having to jump to a solution

### What does 'urgent' actually mean?

Need a response before COB to meet a 'real' deadline (e.g. there is a client delivery the next day) or BD-related lead that needs a response by COB.

Urgent is NOT you just wanting to get your job done quicker or for an artificially imposed deadline

Note: Try to be organised to avoid urgent internal deadlines and putting other people under stress.



### Which communication channels do we use for what types of communication?

- Asynchronous deeper/written collaboration = Google Docs and Google Sheets, Email
- Asynchronous quick chat = Google Chat or SMS
- Quick synchronous communication = phone
- Longer synchronous communication = Zoom (if slide sharing) or Hangouts (if just talking)



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## Page 2.

### What communication needs to happen daily/weekly/monthly and what is the best channel for it to happen in?

Weekly: team meeting (Hangouts), BD WIP (Phone/ Hangouts), optional team catch ups such as Wine Down (Hangouts)

Fortnightly: Virtual Cave (Hangouts)

Quarterly: Self-reflections (Google Docs & Hangouts), Cluster Meetings (Hangouts)



### How will we ensure our synchronous discussions reflect equal contributions?

- PAO's sent in advance so everyone has an opportunity to shift prior
- Each individual is to be given an opportunity to share what they have gloved



### (Remote teams) What are our planned rituals around in-person connection?

- 2 x f2f gathering per year
- 2 x list events per year
- Tuesday's at Amanthavilla (informal)
- Monthly lunch or drink catch up for those in VIC



### Based on team members' chronotypes, when should we be doing synchronous vs asynchronous communication and Deep vs Shallow work?

Deep work = 9am-12noon

Shallow work = 12noon-3pm

Rebound / deep work / creative work (if needed) = 3-5pm



### What are our key communication values?

- Default to asynchronous
- Respond to or at least acknowledge all communication within 24hrs (during BH)
- Assume positive intent (especially when receiving feedback)

