

Communication Methods

Who?

1 person

Do you know method they prefer?

Yes

use that if possible

No

choose a method based on content & urgency

more than 1 person

Do you need team input?

Yes

Do you need to generate ideas or discuss group decision?

team collaboration tool

meeting

No

group email

What? (Content)

Is it long & involved?

Yes

email

No

text or instant message

Is it confidential or emotional?

Yes

face-to-face

No

choose a method based on content & who needs to know

Do you need a written record?

Yes

mail or email

No

choose a method based on content & urgency

Is it urgent?

Yes

Do you need non-verbal feedback?

Yes

face-to-face

No

phone

No

Is it important?

Yes

choose a method based on content & who needs to know

No

Does this really need to be communicated?