



Your Communications, Uncomplicated!

21 Steps to Better Team Communications

As a team, WE WILL adopt the following practices:	yes / no
Email Protocols	
1. First and foremost, efficient and effective team communication relies on each individual's accountability to personal protocols.	
2. We agree to NOT use Email for Urgent needs	
3. We agree that Email is really only good for - One way information , communicating across time zones, communicating with many people	
4. We will be thoughtful in the use of "Reply to All."	
5. Each team member agrees to check Email at the following times each business day. <ul style="list-style-type: none"> • 3-5 / a day: In the morning, at noon, before leaving the field, once in the evening. • Other _____ 	
6. We will utilize all or some of the following key words in the Email subject line: <ul style="list-style-type: none"> • ACT, • DUE DATE, • NRN (no reply needed) • VACATION 	
7. We will utilize the Voting Button option when appropriate.	
8. We will use VOTE in the subject line to indicate vote required.	
9. The following response time for Email is appropriate: <ul style="list-style-type: none"> • End of morning • End of business day • 24 hours • 48 hours (not counting weekends) 	
10. We agree that it is appropriate to be "off of Email" after _____ at night.	
11. We agree that it is appropriate to be "off of Email" on weekends.	
12. We understand that NO action is expected of anyone on the "cc" list.	
13. We agree that it is appropriate to minimize email volume by saying "please" and "thank you" in advance.	
Calendar Management	
14. We each agree to use Outlook as our primary calendar.	
15. We agree to use the "Invite" feature for manager's field events.	
16. We agree to use highlight changes to a scheduled appointment by explaining the change, using bold or alternate color, i.e. time, cc #, location.	
17. We agree to an informal agenda for bi-weekly 1:1 calls.	
Communications Expectations	
18. TEXT We agree to use Text Messages for: Urgent need , short precise comment or alert to other medium, i.e. "Can I call you?" "Please see my Email."	
19. PHONE We agree to use phone calls for conversations, decision making, questions, date selection.	
20. MEDIUM We agree to return information in the original format unless otherwise stated: Email = Email, Phone Call = Phone Call, Text = Text	
21. Field Days We agree to standardize Field Day information by the rep bringing the following items:	