

## Communication Policies

The purpose of this worksheet is to help you develop a personal communication policy; you can also use this worksheet when creating and implementing a common communication policy in your department or organization. Think carefully about the following questions and then write down your answers. If you would like to create an organizational or departmental communication policy, have each individual complete this worksheet. Then, create a workgroup to review the answers and consolidate them into a policy.

- 1) *In general*, what is your preferred method of communication: in-person, phone, email, or text? Why?
- 2) Under what conditions should you use in-person communication, phone, email, or text? Think about the context of the communication, the individual(s) involved, and the desired results.

In-person:

Phone:

Email:

Text:

- 3) Think about experiences you've had in which there was a miscommunication that resulted in somebody feeling hurt or angry, or a work task not being accomplished properly or at all. What kind of communication was used and how did it contribute to the miscommunication? What might have been better and why?
- 4) About how long does it take you to respond to a phone call, email, or text? How does the amount of time vary based on the subject, context, or person who sent the communication?
- 5) When do you expect a response to a phone call, email, or text? Does the amount of time vary based on the subject, context, or person who sent the communication?

6) What is the definition of the terms “important”, “urgent”, “emergency”?

7) When using email, when is it appropriate (or not) to reply all, cc, or bcc?

Reply all:

CC:

BCC:

### Individual Communication Policy

<b>Communication type: Ideal conditions of use based on information content and time</b>			
<i>Email</i>	<i>Text</i>	<i>Phone</i>	<i>In-Person</i>
<p>Maximum time allotted for response:</p> <p>Reply during these hours/days:</p>	<p>Maximum time allotted for response:</p> <p>Reply during these hours/days:</p>	<p>Maximum time allotted for response:</p> <p>Reply during these hours/days:</p>	