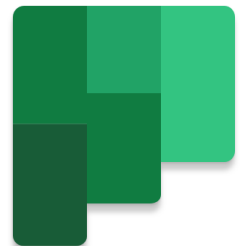# SOLUTIONS SUPPORTING ONLINE COMMUNICATION

TASKS

Scenario

MANAGER

You are the Logistics Manager. As more teams are working remotely, effective online communication is becoming increasingly important.

Here is a set of Tasks establishing online communication with your team

Task 1

Which tools for online communication you choose and why?

MANAGER

Synchronous Communication

Asynchronous Communication

Task 2

MANAGER

Set communication norms: Establish communication norms with your team to ensure that everyone is on the same page. This can include guidelines for when to use certain communication tools, how often to check messages, and what information should be included in messages. For example how often or when synchronous and asynchronous communication will take place? Remember that too much chatting can be destructing or zero video calls can lead to isolation. Write down your "rules" on how communication should take place

My team's communication norms:

Task 3

How do you plan to train and support your team members in using the tools for online communication?

MANAGER

Write down your plan

Task 4

When instant communication is used (chatting, video conferencing) or asynchronous communication such as emails should be used. What are your thoughts on this matter?

MANAGER

Write down your plan

WELL DONE!