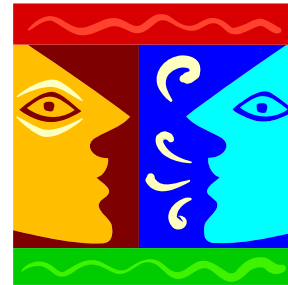


## It's All about Communication...



- Orientation
  - Initial training
  - In-service/ongoing training
  - Manuals, handbooks
  - Instruction sheets
- 
- Regularly-scheduled face-to-face (one-to-one) conversations
  - Regularly-scheduled face-to-face group meetings
  - Periodic in-person meetings
  - Face-to-face meetings in a crisis
  - Annual get-together events

- Regular telephone calls
  - Periodic telephone calls
  - Telephone calls in a crisis
  - Telephone trees
  - Texting
- 
- Personalized e-mail messages
  - Cc'd e-mail messages to a team
  - Blast e-mails
  - Listservs/discussion forums
  - Instant messaging
  - Chat rooms
  - Electronic newsletters

- Blogs
  - Podcasts, Videos
  - Social network sites such as Facebook, MySpace, LinkedIn
  - Avatar-based sites such as Second Life
- 
- Surveys, questionnaires, and other feedback mechanisms

- Postal-mailed communication—printed or personal (even—gasp—handwritten!)

### Considerations:

- ✓ Is it routine or special?
- ✓ Individual, limited group, or public?
- ✓ What's the tone?
- ✓ Who is it from and who is it to?
- ✓ Who needs to be part of it directly? Who does not?
- ✓ Who else might need to know about it?
- ✓ One-way or two-way communication? (Announcement vs. information needing a response)
- ✓ Who initiates it?
- ✓ Would a form (template) help?
- ✓ Will you make a record of the discussion and/or any decisions?
- ✓ What response or feedback do you most want and have you clearly asked for that?
- ✓ How long should it be?
- ✓ How will you highlight the most important parts?
- ✓ What's the follow-up plan?