



[Company Name]

Remote Communications Plan

Effective [date]

Here is our plan to effectively communicate while working remotely. This goes into effect on *[date]*. Please share any additional ideas for how we can communicate during our work from home period.

1. Staff Meeting

We will continue our *[daily, weekly meeting at ____ am/pm using ____ tool]*. Please be ready to start on time. As the meeting facilitator I will prepare an agenda and send out to the team by 4:30 pm the day before. If you have any items to add to the agenda, please send them to me. To make this efficient, send them by email and make subject line: DAILY STAFF MEETING *[add date]*.

I will build in “social” time on the agenda, to ensure the team stays connected and continues to have fun.

The goal of our meetings is to connect, review daily work, and engage in problem solving. I will make sure everyone has an opportunity to speak. If anyone is dominating the conversation, I will ask that person to allow others to talk. Team members should keep phones **off mute** the whole time, and not multi-task during meetings. It is important to pay close attention to the conversation.

At the end of each meeting, we will spend a few minutes talking about the meeting format, agenda, our discussion, and meeting outcomes. We will focus on ways to make our meetings more effective and efficient.

2. Communication During the Day

Remote communication can distort the normal pace of our conversations. The delay between messages can postpone or hide emotional reactions to comments. A few simple strategies will allow us to fine tune our daily communications. Use the acronyms below at the start of your message: 1HR, 4HR, 2DAYS, NNTR

- 1HR- If you need an immediate response (within an hour), TEXT or CALL.
- 4HR- If you don't need an immediate answer, but do need a response the same day, send EMAIL.
- 2DAYS- If you need a response within a couple of days, send EMAIL and let the person(s) know when you need input/comments.
- NNTR- (No Need to Respond): use this when you are sharing information and do not need a response.

3. Clients

- Establish who will be the main contact with each of our clients.
- The primary contact will check in with clients and let them know we are open for business and here for them. Give the client the best way to contact you including the medium (phone, text, email, tool), and when to contact you (time of day you are available).
- Strategize with clients for future needs – going months out for planning purposes.

4. Supervising Employees

- Touch base with staff you supervise frequently. Decide how often you plan to check in and communicate this with your team.
- Assure staff we are open for business.
- Assure staff you are available to them for questions, support, and conversations during regular business hours. Decide if you will have specific times you will make yourself available to talk with your team members.
- Remember, it's better to think you are "over communicating" but check in with your team by asking if your communications are frequent enough.

5. 10 Tips for Working from Home More Effectively

Here are tips for how to keep distractions at a minimum and draw the line between personal and professional time. The most focused and effective way to work remotely is to set up boundaries and communicate them with everyone.

#1 Pretend you're not working from home.

#2 Make a working schedule with lunch and breaks. Communicate your lunch and break times with the team so everyone knows when you are "off."

- #3 Celebrate what you accomplish rather than fixating on what you still need to do. Balance here is key to being successful especially working remotely.
- #4 Get up early, get dressed, and have a dedicated place where you work.
- #5 Minimize distractions especially online ones
- #6 Make a daily schedule, set expectations for what you will work on/accomplish
- #7 Take brain breaks- schedule regular intervals to take a "brain" break to read news, look out the window, stretch, or walk around.
- #8 Stay connected to your team and other colleagues by phone, text, or social sites
- #9 Let your family and friends know when you are working, and when you are "unavailable."
- #10 Stay focused, be calm so you can help others stay calm and focused.