



How to Communicate in the Workplace

Do I Email, Chat, Video, or Phone this information?

Evaluate the information you need to communicate:

- What's the level of formality?
- How soon do you need to communicate this information and/or receive an answer?
- Will it require lots of responses?
- Does it require lots of collaboration?
- Does it require real-time communication?
- How complex is the information?
- Will people likely ask follow-up questions?



Email: straightforward, brief, neutral, and evergreen information that doesn't require timely responses, collaboration, or discussion.



Instant Message / Chat: to encourage socializing and for quick Q&A's, real-time collaboration, and sharing time-sensitive information and announcements.



Video: if you have the right technology, use video to improve communication, connect remote employees, explain complicated information, and / or hold a collaborative meeting.

For quality video technology that you can easily use around the office, check out Jive Video.



Phone: When video or in-person communication is not a viable option, use the phone to communicate one-on-one information that's sensitive, complicated, or lengthy. (Lengthy includes an email that asks more than three questions or requires two paragraphs or more of explanation.)



Web Conferencing: If you want to do a meeting over the phone with more than two people, use web conferencing technology.