

# SUPERCHARGE YOUR TEAM COMMS

→ POWERFUL TEAM COMMUNICATION AND  
COLLABORATION WITHOUT THE OVERWHELM



# TOOLS AUDIT & GUIDELINES



## AUDIT

## GUIDELINES

TOOL	AUDIT		GUIDELINES	
	WHAT ARE WE USING IT FOR	STRENGTHS & WEAKNESSES	WHAT WE WANT TO USE IT FOR	RULES OF ENGAGEMENT
Phone call	e.g. Communicating sensitive messages that impact on the person	e.g. Relies on both being available in real time	Verbal response needed urgent or important info required	Be available to take a call as long as you're not in a meeting.
Email				
Text Messages				
Instant Chat				
In person meetings				
Virtual meetings				



# TOOL GUIDELINES EXAMPLE



TOOL	WHAT TO USE IT FOR	RULES OF ENGAGEMENT
Emails	<ul style="list-style-type: none"> <li>For information purposes</li> <li>For documenting the comms trail</li> <li>Can be received at any time.</li> </ul>	Respond within 24 hours (I acknowledge I'm working on it if it's taking longer to resolve/respond, include expected timeframe for completion if required).
Phone call	<ul style="list-style-type: none"> <li>Communicating sensitive information</li> <li>When the need is urgent</li> <li>For quality conversations</li> </ul>	Response depends on urgency. External - within 2 hours. Internal within the day. Leave a message if urgent
Text Messages	When the need is urgent.	Internal within 2 hours
Instant Chat	Great for quick short messages internally to avoid emails	Internal within 2 hours
In person meetings	To discuss, debate, collaborate. To create human connection, for problem solving and decision-making and to clarify info if necessary. For having courageous conversations.	Have an efficient agenda (with a purpose statement). Clear actions. Phones off, engaged and ready to contribute.
Virtual Meetings	Bring us together wherever we are, for inclusivity, good for group chat and screen sharing.	Cameras on whenever possible for engagement & actions. Phones off, engaged and ready to contribute. Have a break every 45 minutes.
Collaboration tools (e.g. Slack / Teams)	Working on projects together. Open team / group information and discussion.	Be concise and clear. Have a title to your post / comment. Comment / share in the right place and check twice before pressing send.
Shared drives (e.g. SharePoint / Google Drive)	Used for collaboration, we are all in the one place. One document, one source of truth.	Use hyperlinks to share document locations
Conferences	Large group motivation and sharing information. Celebrating organisational milestones.	Clear agenda. Good pace. Concise sessions.

# YOUR DRAFT COMMS MANIFESTO:

## TOOL GUIDELINES



TOOL	CONSOLIDATED 'WHAT WE WANT TO USE IT FOR'	CONSOLIDATED 'RULES OF ENGAGEMENT'
Mobile / Cell / Desk Phones	Verbal response needed urgent or important info required	Be available for calls (when not in a meeting)



# INDIVIDUAL REFLECTION



An opportunity to get clear on your thoughts / learnings so far

## HOW COULD THE COMMS YOU RECEIVE BE IMPROVED?

1.

2.

3.

4.

5.

## HOW COULD THE COMMS YOU CREATE BE IMPROVED?

1.

2.

3.

4.

5.



## ...A CALM TONE

**CLARITY** Be clear and concise

**AFFIRM** Acknowledge the recipient's role/involvement

**LEAD** Show positive intent

**MAXIMIZE** Connect & nurture our business culture & values

## MAKE OUR COMMS P.O.P.P!

**PURPOSE** What's the reason for this comms?

**OUTCOME** What's the result or action you're after?

**PRIORITY** Urgency and importance

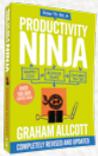
**PEOPLE** Target audience



## WHAT'S NEXT?



**Head over to the Productivity Ninja Academy from today**, where you'll find more exclusive resources to help cement your new and improved habits as a team. (You'll gain access as soon as you complete your Survey at the end of this Workshop).



**Deep dive into Graham's "How to be a Productivity Ninja" book** (your eCopy is waiting for you in the Academy)



**Over the next couple of days, someone will be pulling together all of your team's consolidated values and tool guidelines into your very own Comms Manifesto.** Look out for this over the coming week from your Workshop Organizer!



**Start a conversation with your team** about how to keep the Manifesto alive, how and when to review it and how to roll it out more widely.



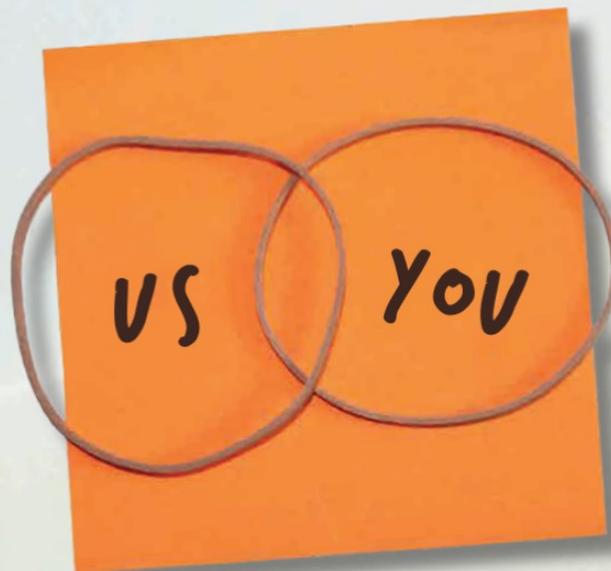
**Last but not least, find a way to celebrate when your team sticks to new rules and tactics.** Introducing cultural and mindset shifts like this are no mean feat, so celebrate your team's commitment to powerful team communication and collaboration without the overwhelm and shout it from the rooftops to inspire others (and yourself!).



**Find us on Social.** We'll help keep you on the straight and narrow!

YOU'VE got THIS,  
PRODUCTIVITY NINJA IN THE WILD!

**GRAHAM**



## Find Out More

We can help your entire organization make space for what matters by getting back in control of workloads, emails and meetings.

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**Contact your nearest office**

[www.thinkproductive.com](http://www.thinkproductive.com)

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Share your productivity journey!  
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