

# TOOL C: COMMUNICATIONS PROTOCOL

How can we communicate effectively while working remotely?

A shift to remote work requires units to establish, share, and flexibly adapt communication methods between a variety of constituents. Administrative leaders (deans, chairs, and division administrators) should model the expected **content**, **tone**, **method**, and **frequency** of communications to faculty and students, which may vary depending on the intended audience and the context.

The chart below is helpful in establishing guidelines for communication. When considering a particular method, consider transparency and inclusivity. Formal guidelines, if any, should be shared widely. Informal communication methods should be negotiated between the relevant parties.

Please visit [this link](#) for an editable version of this form.

|   | FORMAL     |             | INFORMAL   |             |
|---|------------|-------------|------------|-------------|
|   | One-on-One | Group/Class | One-on-One | Group/Class |
| Administration/Unit Leadership to Students        |            |             |            |             |
| Department Chair to Faculty                       |            |             |            |             |
| Mentor/Adviser to Mentee/Advisee                  |            |             |            |             |
| Faculty to Administration                         |            |             |            |             |
| Faculty to Department Administrator               |            |             |            |             |
| Department Leadership to Administrators and Staff |            |             |            |             |

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