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.

|  |  |  |
| --- | --- | --- |
|  | **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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