

# KEEPING ON TOP OF ELECTRONIC COMMUNICATIONS

With an increase in the use of communication using emails, Zoom, Jabber, WhatsApp, Pexip and so many other methods, this is to help you manage your day working electronically

## Meetings

- Leave at least half an hour between meetings – do not have video conferencing meetings back to back (they can be tiring and you need to ensure you protect your posture);
- If the meeting lasts more than an hour, encourage a short break (leave the meeting 'on' but turn off your sound and video and stretch your legs);

## Multitasking

- If you are trying to take notes, listen in and speak – consider using a headset or earphones so you can be 'hands free'

## Emails interrupting your day?

- Consider putting your out of office on for short spells (an out of office simply saying "I will not be accessing my emails until [insert time] so if your email needs an immediate response please text me on [insert number or offer a colleague's name who is available]")

## Take control of your diary

- You can enter what you are doing/working on in your diary and use the Jabber status so others know you are away, in a meeting and when you are available

## Do you need to email?

- Emails are on the increase because we cannot just call over and speak to someone – be mindful of multiple emails (Does everyone need copied in? Can you send one email about 3 things rather than 3 emails?) and if your email needs a response by a certain date/time, put this in the title of the email.

## Finally, it's good to talk

- Sometimes a quick phone call can be best and if it's a longer phone call schedule it in the diary. Your Jabber software enables you to telephone colleagues directly. Just start typing someones name in the Jabber "Search or Call" box. Sometimes it's just nice to hear another voice and say hello and ask how are you (and don't forget to ask twice!)





## EMAIL USAGE TIPS



Because of different ways of working we are relying heavily on email to communicate.

Below are some tips to help us manage the increase in emails.



- Although Email is a highly efficient means of communication, it is not always the appropriate medium for all types of information exchange. Use alternate media in place of e-mail where appropriate, such as IM/Chats, Phone calls or video calls.
- Ensure each and every person receiving the message understands what, if any, action is specifically required of them, and when it is due.
- Carefully moderate language and tone and keep messages cordial and professional. Understand everyone is under pressure and may pick up things differently.
- Set aside dedicated time each week for you to perform a full and detailed review of your entire Inbox, Task List (if you use it), and Calendar. Use this time to clean-out and archive messages, update tasks, and review and adjust your schedule.
- Construct clear, concise, and relevant subject lines that summarize the issue, and its urgency.
- Eliminate the inappropriate use of "CC" and "Reply All".
- Never substitute Email for a necessary face-to-face meeting, or even a phone call, where you have the ability to regulate the conversation and gauge feedback and sense emotion and tone, especially for sensitive matters or potentially difficult conversations.



Working together



Excellence



Openness & Honesty



Compassion