



VIRTUAL COMMUNICATION METHODS

Clear. Concise. Consistent.

	Pros	Best Practices
Email (Updates, memos, resources)	<ul style="list-style-type: none"> Reaches a wide audience Establishes written record 	Ensure content is clear, concise and correct and include easy to scan lists, resources, links, attachments
Phone (One-on-one, conferencing)	<ul style="list-style-type: none"> Fast response Builds rapport Fosters collaboration, dialogue 	Have an up-to-date phone and extensions list and provide instructions on teleconferencing
Video (Call, Chat, Conferencing)	<ul style="list-style-type: none"> Builds rapport Strengthens team connectivity Shares screens in real time 	Set-up regular team video calls, preferably weekly and provide instructions on video communications
Intranet (Internal centralized location)	<ul style="list-style-type: none"> Reaches a wide audience Easy storage, accessibility 24/7 Manages document versions 	Provide link for easy accessibility and place key resources and recent updates on main page
Newsletter (Electronic – weekly/monthly)	<ul style="list-style-type: none"> Reaches a wide audience Easy storage, accessibility Timely, transparent communication Establishes written record Promotes employee engagement 	Send weekly newsletter to capture updates, resources and key information, providing an opportunity for employee contributions to editions
FAQ (Q&A centralized document)	<ul style="list-style-type: none"> Reaches a wide audience Easy storage, accessibility Timely, transparent, consistent communication Establishes written record 	Assign a key point of contact to update the FAQ daily, notifying staff of location

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