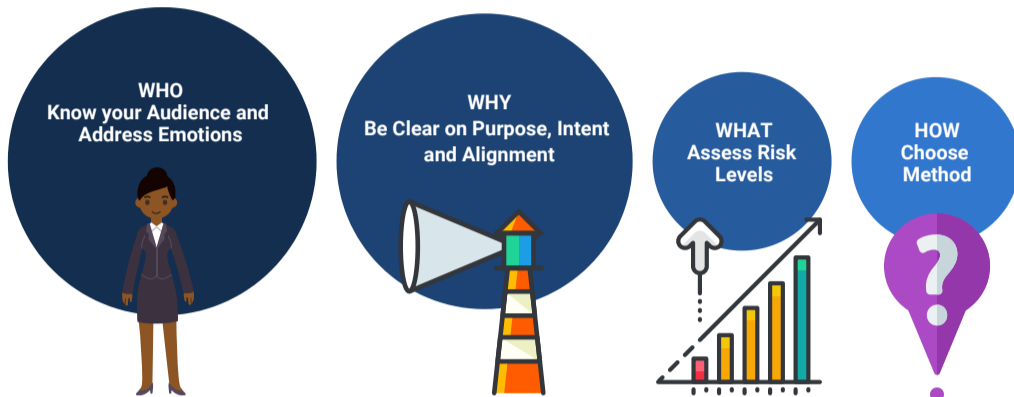# EFFECTIVE COMMUNICATION ON A
REMOTE TEAM
FOR BETTER TRUST & ENGAGEMENT

HAVE A PLAN

Effective communicators in a virtual environment are consistent and thoughtful about their approach and create a plan that addresses emotions, methods and feedback.

WHO Know your Audience and Address Emotions

WHY Be Clear on Purpose, Intent and Alignment

WHAT Assess Risk Levels

HOW Choose Method

BUILD RAPPORT   ADDRESS EMOTIONS

BUILD RAPPORT: Strive to build rapport and trust with those critical to your success. Check in and get to know your team member.

LISTEN, OBSERVE, ADAPT: Pay attention to the impact of your words, observe emotions of team members and adapt your approach and method accordingly.

CHOOSE THE BEST METHOD

What's the chance of misunderstanding?

What's the risk to the relationship?
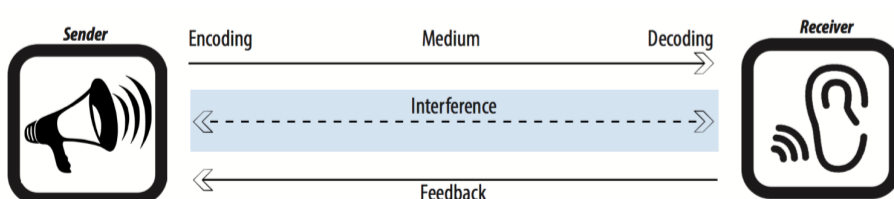
Virtual team communication method matrix

		Low	Medium	High
Chance of misunderstanding	High	Voice mail or Phone conversation	Videoconference	In person
	Medium	Email Chat rooms Voice mail	Phone conversation or Videoconference	Videoconference or In person
	Low	IM Text Email	Phone conversation Videoconference	Videoconference In person
		Low	Medium	High

Relationship risk

INCORPORATE A FEEDBACK LOOP

A message gets encoded by the sender. It then gets sent through a communication medium. The receiver decodes this information.

Some type of **Feedback Loop** must take place to ensure the right message and right intention was received.

Sender — Encoding — Medium — Decoding — Receiver

Interference

Feedback

DETERMINE THE LEVEL OF IMPORTANCE

HIGH PRIORITY?

CONTENTIOUS?

HIGHLY SENSITIVE?

EMOTIONALLY CHARGED?

IF YES, CHOOSE FACE TO FACE INTERACTION EVERY TIME

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