

Tool	When to Use It
Outlook	All written communication with external partners (i.e., suppliers, vendors, and customers)
Teams Posts	All written internal communication with an entire team
Teams Chat	All written one-on-one communication

You can see how such a plan is especially important when newer technologies are inevitably introduced, which tends to blur the where and how of otherwise simple communication.

When I coach my clients around establishing clear protocols when it comes to response times, we look at their company’s specific communications tools and determine when it is most appropriate to use each of them. In other words, we look at what they’re using and how they’re using it, then suggest ways they can use it more effectively.

No matter your industry, our communications “tool-belts” tend to contain the same types of tools. The key is knowing when to use each one to drive team productivity.