

CTC

PRODUCTIVITY

<i>Urgency</i>	<i>Emergency</i>	<i>Urgent</i>	<i>Important</i>	<i>Non-Urgent</i>
<i>Response Time</i>	<i>Now</i>	<i>24 hours</i>	<i>Longer Than 24 hours</i>	<i>No Time Requirement</i>
<i>Communication Tools</i>	<i>Phone, Text, Face-to-Face</i>	<i>Email or Teams Post</i>	<i>Email or Teams Post</i>	<i>Email or Teams Post</i>
<i>Action Required</i>	<i>Yes</i>	<i>Yes</i>	<i>Yes</i>	<i>No</i>
<i>Naming Standard</i>	<i>N/A</i>	<i>Urgent</i>	<i>Response Needed by [DEADLINE]</i>	<i>FYI</i>

I created this to help facilitate conversations with leadership teams. You could fill it in with your own company's guidelines. If you would like a blank copy of the template, please go to janlehman speaking.com/book.

The best part about making these practices a part of your work culture is that you'll experience the benefits from every angle. Increased productivity, output, and profit for the company are all great, but imagine how your talent will feel knowing that much of the communication protocols in place are making their work environment so much better to be a part of.

Happier, more fulfilled employees will stick around longer, and they'll do better work. I'd say that's a win-win—for everyone.