Communication tools and types

Survey results and main takeaways

People & Operations Team
November 2022

Ⓜies' favourite tools

- **To communicate:**

🥇 Slack messages and huddles

🥈 Meetings

🥉 Emails

- **To seek information within own team & other teams:**

🥇 Slack channels

🥈 Confluence

🥉 Google Drive

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Expected response time: Answering:

Using an asynchronous tool

25% A couple of hours later

19% Immediately

19% On the same day

Hardly no answers:
1-5 days later
More than 5 days later

Using a synchronous tool

48% Immediately

48% On the same day

*by mistake, the option "A couple of hours later" was not correctly setup for some participants from the beginning of the survey. My apologies for this. - Elsa M.

Hardly no answers:
1-5 days later
More than 5 days later

Using a synchronous tool on a NMW

22% Immediately

9% A couple of hours later

6% On the same day

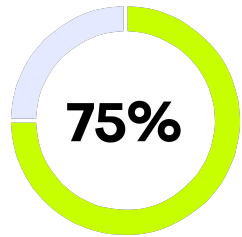Hardly no answers:
1-5 days later
More than 5 days later

Answering a synchronous tool on a NMW
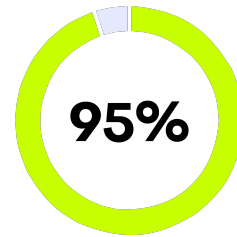
64% On the same day

32% Immediately

Hardly no answers:
1-5 days later
More than 5 days later

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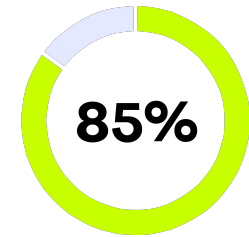# Asynchronous communication 🤝 Remote, focus, inclusion

"Asynchronous communication frees up time for me to do deep focus work".

"Asynchronous communication opens up space for me to think about my responses".

"Asynchronous communication neutralizes time zones and increases inclusion"

75%

95%

85%

% agreement

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Confluence: the challenges

"(...) outdated information is not being removed."

"It is not very well organized (...)

"(...) a page is created then the following discussion happens in Slack."

"Confluence (...) was developed for the developer and product community (...) and not as a collaboration or comms tool for a company."

"duplicated content between Google Drive and Confluence."

"(...) good for storage of information, not as a collaboration tool."

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<u>Suggested</u> actions

Documentation on Confluence

- Block half day per month for documenting
- Managers: make this a recurring topic on your 1:1
- Take ownership and do some housekeeping:
  Do you see something irrelevant? Align with your team and clean it.
  Do you see something messy? Organize it.
- Use your "Learning & Development" budget to get better at it
  (ex. Remote-How, Coursera, Class Central)

Communication on Slack

- Set up **workflows**
- Record **audio and video clips**
- Use **threads**
- Use the **right open/public channels**
- Use **groups** (find them here)
- A **discussion/decision on Slack** should be followed by an update of the **documentation on Confluence**
- Strive for **accessibility** and **inclusion**
- Update your **status** 🤕🧠🌴

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Supporting materials on the Employee Handbook:

- [Asynchronous communication](#)

- [Confluence 101](#)

- [No Meetings Wednesday](#)

- [Slack etiquette](#)

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Are you up to the challenge?

Thank you for reading.
Now let's get to it. 💪🏾

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