

Communication Tip Sheet

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Define roles and goals clearly

Clarify responsibilities and push for accountability. Encourage people to ask for and offer help in turn.



Learn How People Like to Communicate

Identify team members' communication styles and how best to communicate with them.



Embrace two-way communication including feedback and surveys

Be honest and open with your team — and sometimes, expect the same kind of honesty back. Feedback is best when it's reciprocal. If you feel your team may be uncomfortable being honest, anonymous surveys are a good tool.



Say "yes and"

Rather than saying "but" and shutting someone down, substitute "yes and" when you reply.



Face-to-face remains paramount

Don't go all-digital. In-person communication is important and imperative for sensitive discussions.



Leverage technology

Tools such as project management software can increase transparency within the team and facilitate information exchange.

11 Tips for Effective Team Communication



Be clear about your mission

Communication is best built on a bedrock of shared values and commitment to a common purpose.



Being intentional can help

Try mindfulness, formal communications models and training.



Don't forget about fun

Team-building exercises and games can help build trust, familiarity, and bonding.



Know your people

Differences in values or experiences are one of the top causes of disagreements among team members.



Have an open-door policy

Don't force people to wait for scheduled meetings to ask questions or bring up concerns.

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