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Week 11 Focus: Skill – Communication

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Focus Question: *What ways do different partners like to communicate?*

Description

Communication is one of the cornerstones of exceptional remote work. What can you do to boost your communication skills in service to your clients?

Communication can take many forms as a remote worker – from text, to instant messaging, to voice mails left in Voxxer, to messages in Slack.

Part of the challenge of remote work is learning the right communication channel for the right type of message. Sending an important message to our boss for discussion is likely to be better done by phone or email than IM. Sharing a quick tip with a co-worker who needs a response NOW is probably better done in a quick IM than a full-blown email.

Basic components for communication:

- There are two parts to communication – the message and what's interpreted. What are you doing to check in that your message was received as it was intended?
- Be clear with your request – what are you asking people to take action on?
- Another key layer is to also think about people's preferences. What is the best channel for the message and the person?

Activity

Consider your most important communication messages this week.

Ask yourself:

- » What is the key message I need to communicate?
- » What is the best channel?
- » How will I check for understanding?
- » How do I reinforce it?

For more on this topic check out:

Communication in general is the main focus of my 2017 book, *Effective Virtual Conversations*. Be sure to read the relevant chapters – for example, chapters 9 – 11 if you are a virtual or remote team, or

“The single biggest problem in communication is the illusion that it has taken place.”

George Bernard Shaw

Did you know...

As team size expands, so does the number of communication touchpoints – exponentially!

As Keith Ferrazzi shares in their article **Getting Virtual Teams Right**, “It takes only 10 conversations for every person on a team of five to touch base with everyone else, but that number rises to 78 for a team of 13.”

<https://hbr.org/2014/12/getting-virtual-teams-right>