

- **Consider Creating expectations on how your department communicates:**
  - Call one another with your “Desk Phone” (Via teams) like you would call from your desk.
    - Calling a staff member’s mobile # from your mobile # MAY communicate urgency you may not intend to communicate.
  - Communicate how often are you expecting staff to check email per day
  - Consider reserving texting to Urgent “Did you see XYZ” communication “go read X email” or “please go check Teams as quickly as possible”
    - Remember you can’t leave a text thread that someone starts so this can feel like you are getting bombarded and can’t make it stop.
    - Think of texting as possibly as disruptive as calling someone’s home phone at dinner.
  - Consider creating a group chat in Teams for a place to “discuss” informally anything in your department.
    - This might be = to a personal group text thread, but allows the team member to silence the notifications to this thread when they aren’t working with teams quiet hours.
      - In IT we are using a group chat to let others in the department know when you are and aren’t on the clock.
    - Communicate your expectation of how often they are checking teams.
    - Use @ mentions to get someone’s attention (Know that they won’t get the notification when they have quiet hours turned on)
    - Consider Pinning the group chat to your list in Teams so you can frequently find it
  - Ask your department members to use the Outlook calendar and block out of office times when they aren’t working so meetings can easily be scheduled.
  - Consider using your Department’s Team in Teams for projects and more formal conversations with each thread being a new topic.
    - Create a thread for every new thing you want to discuss and be sure to use a title to find it later.
  - Consider asking your staff to manage their availability in Teams Available, Busy, Do Not Disturb etc
- **Check In Daily**
  - Consider an established time each day to video call your team so you can “See” them and make sure they are doing ok.
  - Communicate that you are here to help and need to know what is going on in their homes so you can lead well
- **Contact your Volunteers Regularly**
  - Now might be the season to have your staff call every volunteer once per week on the phone. (Use Teams so the call comes from the Church not your mobile #)
  - Now might be the time to contact every few days the people who attend your events.