Team Communication SOP

Last updated 9/28/2023

The RAFT team uses the following channels for external and internal communications:

External Communications:

- Email
- Google Calendar
- Slack
- Zoom
- Monday.com
- Other organization's platform
- When2Meet
- Mailchimp

Internal Communications

- Email
- Google Calendar
- Slack
- Zoom
- Monday.com
- When2Meet
- Text/Phone

Communication Asks:

- Team members are asked to log in to Slack to review messages at least 15 mins a day, during working hours.
- Team members are asked to log in to their individual RAFT cares email at least 15 mins a day, during working hours.
- Team members are asked to respond to Slack messages and emails directed to them within 48 hours.
- Team members are asked to respond to calendar event invites within 48 hours of receiving the notification.
- If you will be unavailable, please add your time off to the RAFT info@raftcares.org google calendar.

Slack

Our main platform for <u>direct communication is Slack</u>. Slack is our space to quickly communicate, ask questions, make team-wide announcements, share interesting resources, and ask for help or feedback.

[See this article for tips on Slack Etiquette.](#)

[Pause your notifications when you are outside of working hours.](#)

We have <u>several channels in our Slack</u> for different topics: If you are unsure which channel to use check the description using the dropdown menu next to the channel title at the top of your screen.

Often partner organizations will communicate with us <u>directly through email</u>. It is important to review all emails regarding workshops and events to have all necessary information and stay up to date with the progress of projects.

External Slack Use

- For some collaborations or project work external partners may be invited to join a RAFT Slack channel. Communication with the external partners should only happen on this one invite channel.
- Slack is almost always an internal challenge, so if in doubt external communication should not be on Slack.

Internal Slack Use

- Almost all internal team communications daily should take place on Slack. This is the most important channel for the team to stay in contact and move meetings/projects/etc. forward.
- Content creation discussions.
- Continued education/Professional development discussions.
- Meeting requests
- Conference planning and discussions.
- Outreach
- Research
- Workshops
- General
- Sharing of life events/watercooler chat/etc.
- If there is a conversation about signing up for a meeting/workshop/podcast/etc. you should accept the calendar invite AND respond in the Slack conversation to confirm.

Don't use Slack for:

- Uploading a document, these should be put in SharePoint or Monday.com and then a link can be provided in Slack to the document.

- Accepting a workshop assignment. It is helpful to confirm on Slack, but you need to accept the event invite on Google Calendar.

Email

External Email Use:

- Used to connect with outside organizations/people to discuss workshop/podcast/support opportunities and finalize logistics for these opportunities.
- Used to communicate/sign up with conferences and speaking opportunities
- Send a warm email to a contact interested in RAFT workshops and add outreach@raftcares.org

Internal Email Use

- Use to forward email messages to team members that need to see them, or you need to ask questions about (usually from info@raftcares.org to a team member).
- Receive Monday.com reminders, replies, and other communications

Don't use email for:

- Internal team discussions (those go on Slack).
- Reminding someone of a meeting/workshop/etc. (those go on Slack/Calendar)
- In most situations if a message is for the team only, you shouldn't use email.

Google Calendar

External Google Calendar Use

- Posting public workshop information for organizations (internal workshop information will be on Monday.com)
- Posting external meeting/outreach/podcast meeting information

Internal Google Calendar Use

- Post all team meetings (move to Monday.com eventually?)
- Accept workshops/meetings
- Post time off/unavailable times
- Advocate calls and leadership calls

Don't use Google Calendar for:

- Posting personal appointments/meetings (I do this every now and again by accident)
- Posting internal workshop information (look on Monday.com for that)

Zoom

External Zoom Use

- Zoom is used for workshops, podcast recordings, outreach meetings, support calls, leadership calls, and other connection with outside organizations RAFT is working with
- External zoom meetings should use the info@raftcares.org Zoom account.
- if there is a conflict with another external event or meeting, External zoom meetings should use the admin@raftcares.org Zoom account.

Internal Zoom Use

- Zoom is used for all internal meetings
- Internal zoom meetings should use the admin@raftcares.org Zoom account
- If there is a conflict with another internal event or meeting, Internal Zoom meetings should use the info@raftcares.org Zoom account.

Don't use Zoom for:

- Ask yourself "can we talk about this in Slack messages?" before requesting a Zoom meeting.

Monday.com

External Monday.com use

- There may be times where a shared Monday.com board is used, and external people are added to that board. This will usually be for project work and will be temporary and external people will have access only to this special shared board.

Internal Monday.com use

- Monday.com is the central hub of all RAFT projects, planning, documents, agendas, budgets, etc. If you are looking for what needs to be done, Monday.com is the best place to look for that information.
- All team meeting agendas
- Content planning/tracking
- Social media planning/tracking
- Outreach planning/tracking
- Budget tracking
- Yearly planning/Focus Areas
- Long term planning
- Project planning/work/tracking
- Workshop planning/tracking
- All organizational effectiveness documents

Don't use Monday.com for:

- Regular daily conversations. Use Slack.
- Questions/discussions you need answers to. Use Slack.
- To store documents. Put documents in SharePoint and link to them in Monday.com

When2meet

External When2meet

- Use to find times to meet with external organizations

Internal When2meet

- Use When2meet to find times for RAFT team meetings of any sort
- Check Slack (are we still putting them on Monday.com?) for When2meets, preferably once per day, and respond by the deadline.
- Respond to When2meet even if you are completely unavailable so the person planning the meeting knows you won't be there.

Don't use When2meet to:

Mailchimp – External Only

Text/Phone

External Text/Phone

- Do not use text/phone as a form of external communication.
- If you feel like you need to cross this boundary look at all other options of communication first.
- You may use phone externally to connect with a meeting if it is not on Zoom, person only has phone, you are away from your computer, etc.
- Don't make using text/phone with external people a norm.

Internal Text/Phone

- Text/Phone should be the last method of communicating with team members (unless you have a phone meeting planned)
- Use text/phone only if something is time sensitive/urgent: no one shows up for a workshop/meeting/presentation, something serious happens and email/Slack/etc. isn't appropriate, someone hasn't responded to a When2Meet about a time sensitive meeting and the deadline has arrived.

Links to helpful SOPs for other forms of communication:

Our Platforms

Monday.com - Collaboration, Notes, Project Management

Google Calendar – Events information, Meetings, Time off

Slack – Team Communication

SharePoint – Virtual Filing Cabinet

Outreach Communication Workflow SOP

Booking a Workshop SOP