

## Communication Preferences for Staff

### Bob – Program Director

**General:** I am always attached to my email (sometimes to a fault) and encourage open communication. As you all will learn, I love to talk and get to know others. I will do my best to respond to emails in a timely manner, but with many competing priorities, can become distracted, especially when home. I encourage reminder emails if you feel something has not gotten the proper attention, although please allow time for me to answer first. I aim to be in the office 8:15am-4:15pm EST on most days, but with a young child at home, times can vary. I am generally unavailable and not connected from 6pm-8pm EST during dinner and bedtime, but will make every effort to respond to any time-sensitive requests after my son is asleep. Feel free to call me for anything that cannot be properly expressed through email or anything that requires a significant explanation or backstory.

**When you need something quickly:** If something is urgent, please indicate that in the subject and body of the email. Realistic deadlines are wonderful and I will do my best to respond to urgent needs in a timely fashion, regardless of the time of day. If I don't respond to something urgent within 24-48 hours that needs to be addressed immediately, feel free to give me a call or send a reminder email. I am available by cell (555-555-5555) when I am not in the office, but ask that you only call with things that truly cannot wait until the next business day.

**I will try:** I will try to be clear and direct in my communication. Since I often respond to emails on my phone, they can sometimes be short and have an occasional typo (sorry in advance). I will give every email proper attention and a short response does not indicate a lack of thought or interest. If something is not clear or didn't have enough of an explanation, please ask me to expand on it and I will be more than happy to oblige.

### KAREN –Coordinator

**General:** Email is much better than phone, but if its something technical or detailed just call. You can reach me at via phone Mon – Friday. I work 20 hours a week but let the need of staff drive my hours. 8:30 – 3pm EST is are the kid free times to catch me but I will answer e-mails when I can as as soon as I can.

Its most helpful when asking for help with something to let me know when you need it by. If its not urgent, let me know that so I can prioritize when I can get to it.

**When you need something quickly:** Please let me know if you need something quickly and I will work on getting it to you as soon as possible. I love getting things off my to-do list so I tend to respond quickly.

**I will try:** To be clear when referring to time given all the different time zones and I will try to provide as much detail as possible when describing technical aspects of our work

In general I am pretty easy going so just let me know what you need and I will get it to you as soon as I can.

## SOPHIA – Executive

**General:** Email is much better than phone, but if its something that needs more than a paragraph to explain a call is much better – unless it needs to be documented then a clearly written email is helpful. You can reach me at work Mon – Thursday 9:30 – 4pm EST (on various days I’m in earlier and will be there later, but it’s a much safer bet that you will get me during these times). On Fridays, if you need me in an emergency you can always call my cell phone 555-555-5555. Off hours you can email. I usually check it regularly and if its something easy to respond to, I will get back to you as soon as I see it. If it needs more than a one line reply, I most likely will get back to you at the next business day and will try and respond to let you know I saw the email.

Its most helpful when asking for help with something to let me know when you need it by. If its not urgent, let me know that so I can prioritize when I can get to it.

**When you need something quickly:** Please let me know if you need something quickly and I will work on getting it to you as soon as possible. Realistic deadlines are also helpful when asking for something.

**I will try:** To work with each of you to see how to get everything done. We are doing a huge amount of work with limited time and resources on everyone’s part. I’m here to help you succeed. I will do whatever I can to help you get there.

If you are expecting something from me and either don’t have a deadline as to when I’m getting it to you and/or you don’t hear back from me about it, please remind me. It’s possible it got lost in the shuffle. I do not mind being reminded of things if you were expecting something from me.

## JULIA – Project Manager

**General:** I feel so blessed to be working here and this document is only one example of why this is such an amazing place to work: colleagues really want to know the best way to collaborate! For communication within the local office, I tend to like to get away from my desk and wander over to yours to chat. Some caveats around that though: 1) If it’s not a good time to chat, PLEASE let me know; I promise I won’t be insulted or sulk; and 2) I like to capture important information in an email, so I’ll typically follow up with one.

For communication with those outside the local office (or with those local team members working remotely), email works best. I tend to be VERY responsive; even if it requires an extensive reply, I’ll send a quickie first, just to let you know that I’ve received the email and will get with the information ASAP. This characteristic is actually a deep-rooted a flaw known as “impatience”. It means that if I don’t hear from *you* soon after sending an email or leaving a vmail, I get fidgety. I’ll try to get over that, but you might be the recipient of a follow-up email to remind you about my request. It’s me though, not you.

If I need a response to my email (when it's not simply an FYI email) I will put "RESPONSE REQUESTED" or "RESPONSE REQUESTED BY [DATE]" in the Subject line, and trust that you will honor this request.

I have no "off hours" for receiving/replying to emails.

**When you need something quickly:** The best way to ensure my meeting your deadlines is to send me an email and follow up with a text message: 555-555-5555.

**I will try:** I will try to be more patient when looking for email responses.

## MONICA – Executive

**General:** I'm very excited about being part of this organization, and doing work that is really important and resonates with me. Email over phone is fine, though if it requires more than 5 sentences to explain, I prefer a phone call or meeting, unless that's not possible or a paper trail is preferable. I check email regularly from 7:00am to 10:30pm, EST, and often times, even beyond that. I tend to be a bit of an insomniac, so do not be surprised or concerned by emails that arrive in the wee hours of the night.

If I can respond quickly, I will. I sometimes don't, however, because I like to respond thoughtfully to your question, and think through my response. I do scan through the subject lines of emails, so it's helpful if your subject line is clear and related to the topic you're writing about, and for me to know your deadline for something.

I am generally unavailable from 6pm-8:30 EST while we're having dinner and putting the kids to bed. I also try to have "no email" time on Friday evenings, and not to initiate e-mails on Saturday, though I will read and respond to ones sent. Of course, if you need to reach me, or just want to talk, please feel free to call me on my cell (555-555-5555).

**When you need something quickly:** If you need something urgently, or have a quick question, please: (1) call; (2) stop by my office; or (3) send an email with the deadline or urgency indicated in the subject line.

If you are expecting something from me and either don't have a deadline as to when I'm getting it to you and/or you don't hear back from me about it, please remind me. It's possible it got lost along the way. I do not mind being reminded of things if you were expecting something from me.

**I will try:** to be as transparent and clear as possible, and to also mind my manners. If I am very busy or stressed, I often forget about the niceties (as in, "Hi, how are you?"), or begin sentences mid-thought. I don't intend to be short, though I have been told that it often appears that way. I will do my best not to do that.

## SHIRLEY – Director

**General:** I am an email centric gal. Unless I am driving or in a meeting, I tend to respond quickly, even if that response is just to tell you that I will look into your inquiry. I will be in the office twice a week, with one of those days being a Wednesday and will generally be there from 7:30am – 3:30pm EST. The rest of the week, I will be working from home. When I am working from home, I will always try to forward my desk phone to my home phone for easy access to me but can also be reached by cell phone. I am unavailable between 5:30pm and 8:30pm EST when I am having family time with my husband and two sons. I will check email on the weekends and at night, but unless it requires an urgent answer or can be answered quickly, may not respond until the next business day.

I do not mind if you remind me about something you need from me, Sometimes when things get busy, items can get lost in the shuffle. Deadlines are helpful so I can prioritize. If you feel I am being insensitive to your needs or have not answered your question, please let me know, I assure you it is not intentional. The same goes if you feel I am being short with you, sometimes I am concentrating on another task or have a lot on my plate, I can get caught up in the work but I would not want to mistakenly come across as cold or insensitive.

**When You Need Something Quickly:** Please feel free to mark an email as urgent. A phone call is also fine, especially if explanation is needed or a conversation is better than a back and forth email. I also respond to texts, please identify yourself in the first text you send in case I do not have you in my contact list on my phone (555-555-5555). Popping into my office is also fine and welcomed, even just for a quick hello.

**I will try:** To be as helpful as possible. To be friendly, respond in a timely manner and to be clear about what my needs are.

## ZOEY – Director in Central Time Zone

**General:** E-mail is the best way to communicate with me unless the subject requires a conversation. Instead of going back and forth multiple times through e-mail for a discussion, I prefer scheduling a time (through e-mail) for us to speak over the phone. If I'm not responding as quickly as necessary, please call my cell: 555-555-555. I will answer if I am not in a meeting or having dinner with my family, which I usually do every evening from around 6-7pm EST. When I don't have meetings in the evening and am at home, I will sometimes not hear my cell phone. You can also call my landline: 444-444-4444. Unless we schedule a time to talk when I know I will be in the office, my office number is not a predictable way to reach me.

**Quickly:** I can usually respond fairly quickly to e-mails, but please let me know the urgency of your request. Texting would also be a quick way to reach me.

**I'll try:** To respond quickly and be clear in my communication. I will also try to be mindful of the different time zones!

## MIA – National Director

**General:** I am not always quick at responding to emails and sometimes emails stack up on me when I have meetings during the day. Partly this is because I read slowly, but mostly it is because I want to respond thoughtfully to your question or request. If you need something quickly, though, feel free to say so and I will do my best. I will often scan through the subject lines of the emails in my inbox, so it helps if your subject line is clear and indicates if you need something from me in the short term. I like talking on the phone or in person, so that's always an option too!

I tend to work from 9:00 – 5:30 EST. I try not to check my email from home (I like having those boundaries), but will do so occasionally.

**When you need something quickly:** If you need something urgently, or have a quick question, please call me or stop by my office. You can also indicate in your email subject line when something needs more prompt attention, but phone is best. If you urgently need me to look at something early in the morning or evening when I'm not in the office, you can text me at 555-555-5555

**I will try:** For my part, I will try to be better about acknowledging emails, even if I can't give a thorough response right away.

## CAROL – Administrator

**General:** Email is preferred but phone is fine. I work Monday through Thursday 8.30am to 3.30pm. I do not check emails during non working hours.

**When you need something quickly:** Most matters I try to deal with by return of response – but if it's an urgent matter just let me know – and I will put it top of the list.

**I will try:** To be as clear as I can in all my communications and to answer questions on all matters even if not specifically about what I do. I've been here for over 7 years and can try to help on most things!

Please no smiley faces on emails....doesn't make me smiley at all!