



## Communication Overload

What's working well? What's challenging?

Benefits from ... EMAIL	Benefits from ... IMPROMPTU COMMUNICATION	Benefits from... MEETINGS*
Easy way to communicate across time zones	(e.g., DM, Text, Short call, Quick "drop by")	Can build connection in a highly human way
Easy way to communicate with groups	Real time connection	Can bring together thoughts, ideas, opinions
Good record of communication	Easy way to get a quick answer	Can create more collaborative and less siloed work
Can use subject headings and folders for easy tracking	Less formality in communication	Can foster commitment to organizational goals and initiatives
Can create group norms around response times	Platforms like Slack let you organize by group or topic thread	Provides opportunity to learn about organizational life

\* Resource: *The Surprising Science of Meetings* by Steven Rogelberg

**Use this to assess the current communication norms with your team. (1=true 3=sometimes true 5=false)**

If the norms are different for your larger organization, also note the organizational score in box on right.

SCORE: 1=True 3=Sometimes True 5=False	TEAM SCORE					Organization Score?
	1	2	3	4	5	
1. I would be surprised to be in a meeting that was a time waster.	( )	( )	( )	( )	( )	
2. Our organization doesn't overuse informal communication.	( )	( )	( )	( )	( )	
3. Everyone is encouraged to participate at meetings.	( )	( )	( )	( )	( )	
4. We have set and follow good norms around email response times.	( )	( )	( )	( )	( )	
5. Our team meetings are a good use of my time.	( )	( )	( )	( )	( )	
6. We are good at starting and ending our meetings on time.	( )	( )	( )	( )	( )	
7. More often than not my email in-box is not overwhelming.	( )	( )	( )	( )	( )	
8. I feel good about my one-on-ones with my staff/supervisor.	( )	( )	( )	( )	( )	
9. We are smart in how we use short calls to answer questions.	( )	( )	( )	( )	( )	
10. People are very thoughtful around how to use 'cc and b'cc.	( )	( )	( )	( )	( )	
11. We make use of meeting alternatives (huddles, video messages)	( )	( )	( )	( )	( )	
12. I seldom feel overwhelmed with quick interruptions.	( )	( )	( )	( )	( )	
13. The meetings I have with clients/customers are well planned.	( )	( )	( )	( )	( )	
14. In general people write short, concise, easy to follow emails.	( )	( )	( )	( )	( )	
15. Most often I feel well prepared for the meetings I attend.	( )	( )	( )	( )	( )	

**Add Scores:** High score means focused work is challenging (Range 15-75. Median 45)