

Effective Communication

A successful team is made of members who can communicate flawlessly. Work progresses based on the way members communicate. The more clear the communication, the more fluent the flow. In other words, communication is the art of Requesting a response and responding to a request. Here are the steps that takes to make a request:

Expect brilliant results when you know the “WHY” of doing things.

1- Understand what you are about to ask before you ask it

- **Is it clear what you are asking?**
 - Expect useless responses when you haven't clearly understood the request first. Make sure you know what you want to request and what you expect as a response.
- **Is it clear why you are asking?**
 - Highlight the reason for why you are asking/requesting in order to align the responder into the same context of discussion.
- **Is it clear what is next after the response?**
 - Don't forget about giving regular updates if providing the response is time consuming. Make sure you are aligned with the requestor demand on a regular basis.
- **Is the deadline and priority defined?**
 - In most cases, the job fails if either of Priority or Deadline are not defined.
- **Are you authorized to make the request?**
 - Respond when you are asked to and Ask when you know what you want as a response. Before asking, make sure you have defined the frame of the response you are expecting and Before responding, make sure you have understood what is asked. Know when to get involved in a conversation and If you are communicating but don't know what you are requesting or responding to:- You are either interrupting others.- Have gotten involved in something which is none of your business.- It is a non-work related discussion.

2- Choose where to send it

Choose the safest mean of communication (sorted from highest to lowest)

1. MG Panel -> Will appear in the responder's To-Do list and will not be forgotten
2. Email -> Responder may forget, email or not see the email
3. Text Message -> The request gets lost among other conversations.
4. Voice / Video call -> Consider it as lost

3 - Make the request by an effective message!

For example, Look at the conversation below and compare it with the effective version:

Non-effective Conversation

1. **John:** Hi Linda
2. **Linda:** Hi John
3. **John:** How are you doing?

4. **Linda:** I'm doing fine
5. **John:** Could you please set a new subdomain myproject.matican.work?
6. **Linda:** Hi John, Sure, How do you want me to configure the settings for you? What technology do you want to use?
7. **John:** I want to host a WordPress website.
8. **Linda:** When do you want me to do it for you?
9. **John:** As soon as Possible
10. **Linda:** Sure, Here are the admin credential:
 1. Username: root
 2. Password: 1!@213jasd
11. **John:** Thanks Linda, Could you please Email the password to me?
12. **Linda:** Sure, What is your email address?
13. **John:** John.d@maticangroup.com
14. **Linda:** Just sent it.
15. **John:** Thanks Linda.
16. **Linda:** No Problem!

Effective Conversation

1. **John:** Hi Linda, I need to start working on a WordPress website Today before 10:00 AM on And I need you to create a fresh WordPress installation on myproject.matican.work. Could you please email admin credentials to john.d@maticangroup.com when its ready?
2. **Linda:** Hi John, Done!
3. **John:** Thanks Linda!

Don't expect others to read your mind when you are not expressing yourself clearly. If you have asked for something from other team members and they did not deliver it the way you expected, it is not their fault. It is your responsibility to clear the frame of the response you are expecting.

I am about to {why} And I need to {what}. Can you please {frame of the response}

Do you have any feedback or suggestions?

1. What is the issue? Clear the issue first
2. How does the issue affect you?
3. How does the issue affect the team or the goal?
4. What do you recommend the solution to be?

If you can't answer even one of the questions above, stay silent and don't start the conversation. An example of giving feedback is:

Non Effective Approach:

Hey! You are making so much noise, Turn the volume of the music down!

Effective Approach:

Would you mind wearing your headsets, I am having a difficult time concentrating with the loud music And the development team is depending on me to get this task done, I would really appreciate it if you can help me by wearing your headphones.

Now let's take a look at the structure of the effective approach above:

What you Want: Would you mind wearing your headsets

Effect on you: I am having a difficult time concentrating with the loud music

Effect on Team: And the development team is depending on me to get this task done

Solution: I would really appreciate it if you can help me by wearing your headphones.

Guide for each side of the communication

When you are making request

- Define why you are asking? In other words, why do you need the person to respond to you?
- Define the frame of the response you are expecting. And what is next?
- Make sure you are asking at a proper time and don't interrupt the person's concentration
- Make sure you are asking things in private. Use text message if needed
- Make sure timing and priority is defined
- Make sure you are asking someone which you are allowed to. For example, no one is allowed to ask someone inside a department without letting the dept. Lead know about it
- Make sure it is obvious that how the response will affect the goal

When you are requested

- Make sure to listen well and not respond unless the requester is done asking.
- Make sure It is clear what you are being asked to
- Make sure the requester is understanding what you are asking even by moving your head up and down
- Make sure you have understood the timing and priority
- Make sure you know how the requester wants the response

When you are responding

- Let the requester know that which request you are responding to
- Start with the important things first

When you are being responded to

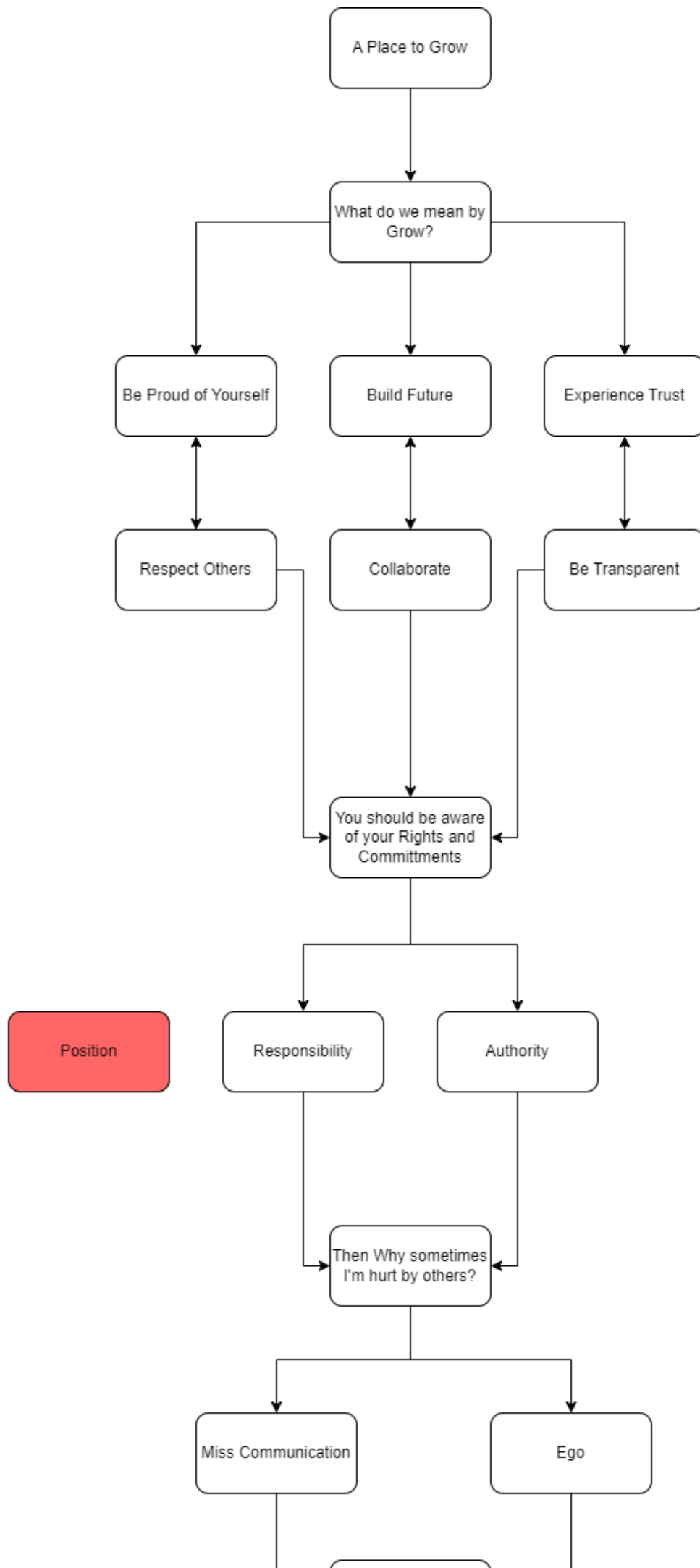
- Make sure you are knowing what request you are responded with
- Make sure you are listening well.
- Make sure to thank the responder.
- Make sure you are receiving the response in the frame you asked for (Email, Meeting, Message, Call)

Body Language & Manners

No matter Asking or Responding:

- Make direct eye contact - Look the person in the eye
- Both of you should be in the same position.

- Make sure you are asking in a proper platform (Maybe the Panel)
 - Written communication is preferred
 - Shorten your response or request as much as possible
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