



**tigerspike™**  
A CONCENTRIX COMPANY

## **Distributed Team Communication Protocol**

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### **Background**

Currently, onboarding to a project in a different office requires navigating that office's unwritten/unspoken norms around communication. This lack of a global, agreed-upon way to communicate increases onboarding time, causes confusion, and leads to miscommunications, decreasing the effectiveness and happiness of a distributed team.

### **Purpose of This Document**

The purpose of this document is to outline expectations for asynchronous and synchronous communication in order to globally standardize the distributed team experience and ease onboarding into individual office cultures.

Protocol can be modified at the local level only if necessary to ensure success.

### **Outline**

[Asynchronous Communication Protocol](#)

[Synchronous Communication Protocol](#)

# Asynchronous Communication (Slack)

## When to Use

- Make conversations around what's going on in the project accessible to all
  - Communicate questions/requests that need a fast (same-day) response
  - Pass along non-urgent need-to-know information (no reply necessary)
  - Socialize as a team
  - Communicate last-minute changes to availability
  - Not to be used for high-level discussions, making big decisions, or giving in-depth feedback
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## How to Use

- Use status and profile to communicate availability or kill Slack when you're not working
  - If taking heads-down time, notify the project channel that you're doing so and the anticipated length of time before doing so
  - Be deliberate about your notifications to eliminate worry about missing important messages and so that you can deal with messages when you're ready
    - Tip: mark unread, star or click "remind me" for any items you need to take action on so you don't forget!
  - Default to public channels: when in doubt, always post a message where everyone can read it.
  - Communicate proactively by giving all the context needed in order to get back to you. Include links, docs, your deadline or desired response time, anything that can move the conversation forward asynchronously.
    - Use video when writing might not be enough — for example, a video might more quickly explain a how-to or handover much better than written text.
  - Thread when you can to help keep conversations easy to follow.
  - Stay available and responsive while you are on the clock, following up quickly, even if just to acknowledge message receipt. Responses expected within 1 hour during work hours (taking into account conflicts scheduled on your calendar); minimum expectation is to reply by the end of your day
  - When posting anything to Slack that might be referred back to, pin the message in the channel. This allows remote workers to "cut through the noise" and not miss the most important messages.
    - Once a week, the PM should groom the channel for messages that have lost contextual value and de-pin them.
  - For urgent announcements:
    - **@channel** message sends push and email notifications to everyone in a given channel
    - **@everyone** notifies everyone on the team—including people who may be off work for the day or on vacation, so make sure it's a real emergency!
    - If you need to reach a specific teammate after hours or while they're in Do Not Disturb mode, you can send a direct message and click on the "send notification" option Slackbot provides. This will send a push notification to that teammate even in DND.
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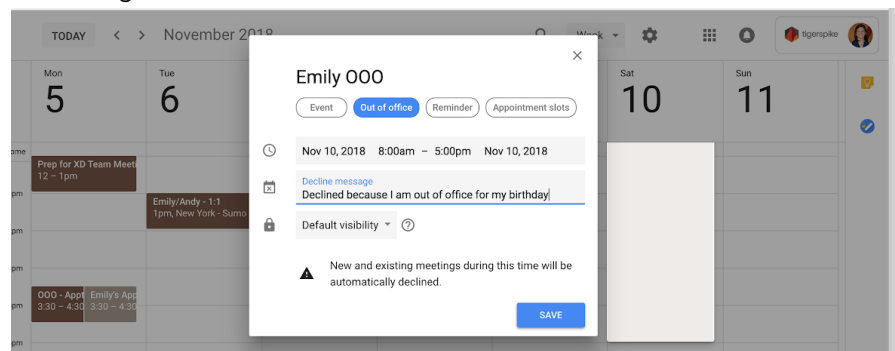
# Synchronous Communication (Video Calls)

## When to Use

- Conduct real-time, high-level discussions and make big decisions
  - Communicate daily status reports / stand-ups
  - Conduct reviews of work
  - Client calls
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## How to Use — Preparation & Scheduling

- Your calendar should serve as the single source of truth about your availability and should give enough information that allows anyone to book a meeting on your schedule with a high level of confidence that you're available
- Team members should set their working hours within their Google Calendar / Outlook / other calendar settings
- Team members to communicate unavailability during working hours or days off (PTO, sick time or holidays) by marking OOO days/times in calendar using the "Out of Office" calendar event type
  - Create invite as "Name OOO" to avoid confusion when multiple calendars are being viewed



- Include details around OOO (i.e. "medical appt" or "workshop") in the Decline Message, as appropriate
  - Remember to block out travel time as part of unavailability
- PTO, sick time and holidays should also be marked on the calendar as full day or OOO events
- When scheduling, consult team availability to schedule within working hours and be considerate of mealtimes across time differences

## How to Use — The Actual Meeting

- Make sure to be in a quiet space or dedicated meeting room
  - If joining remote, utilize great headphones with a microphone and keep your video on to stay engaged
  - Mute when you're not speaking
  - Follow step-by-step meeting instructions to avoid technology issues
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## Step-By-Step Guides

### Small Group

1- 10 individuals in a standard meeting room connecting to 1 or more remote individuals or another group of individuals in a meeting room; When the majority of the team is in a single location, use a room with a dedicated meeting—don't just join from one person's laptop

#	Task	Physical Hardware	Software Tools	Responsibility
<b>Well Before Meeting Start</b>				
1	Ensure the meeting invitation has a meeting link and dial in details for phone ahead of the meeting scheduled start time	Video system Individual's computer	Video conferencing	Meeting Owner/PM
<b>Immediately Prior to Meeting Start</b>				
2	Test the speed and quality of the internet connection	Individual's computer		Meeting Owner/PM
3	Check that a camera is directed at the presenter and audience	Video camera		Meeting Owner/PM
4	Check that the Microphone for the presenter and audience is working	Computer		Meeting Owner/PM
5	The Presenter should join the meeting link and share the presentation through there, in addition to projecting on-screen	Individual's computer TV/projector with Chromebox	Video conferencing	Meeting Owner/PM
<b>During the Meeting</b>				
6	Watch Slack & video conferencing chat for messages from remote attendees to ensure they can hear and contribute to the conversation	Individual's Computer	Slack & Video conferencing	Meeting Owner/PM

## Large Group Meetings

10 + individuals (potentially may not fit into a standard Tigerspike meeting room)

#	Task	Physical Hardware	Software Tools	Responsibility
<b>Well Before Meeting Start</b>				
1	Ensure the meeting invitation has a meeting link and dial in details for phone ahead of the meeting scheduled start time		Video conferencing	Meeting Owner
2	Set aside time ~30min prior to the meeting for overseeing set-up and equipment testing			Tech Ops
<b>One Day Prior to Meeting</b>				
3	Charge the mobile microphone	Mobile microphone		Tech Ops
<b>30 Minutes Prior to Meeting Start (Testing &amp; Set-Up)</b>				
3	Join the meeting	Designated meeting computer	Video conferencing	Tech Ops
4	Test the speed and quality of the internet connection	Designated meeting computer		Tech Ops
5	Check that a camera is directed at the presenter	Video camera		Tech Ops
5	Check that a camera is directed at the audience	Video camera		Tech Ops
6	Check that the microphone for the presenter is working	Jabra microphone		Tech Ops
7	Check that the mobile microphone for the audience is working	Mobile microphone		Tech Ops
8	Check that a speaker connected to video conferencing software can sufficiently broadcast a remote attendee's voice at the same volume as an in-person attendee	Designated meeting computer or Jabra speaker		Tech Ops
9	Assign an audience member to be to watch Slack & video conferencing chat for messages from remote attendees and chime in as needed to share their needs or questions	Individual's Computer	Slack & Video conferencing	Meeting Owner
10	Assign an audience member to oversee passing of the audience mobile microphone	Mobile microphone	-	Meeting Owner
<b>Immediately Prior to Meeting Start</b>				
9	Join the meeting link and share the presentation through there, in addition to projecting on-screen	Designated meeting computer and TV	Video conferencing	Presenter
10	Begin recording of the meeting		Video conferencing	Tech Ops
<b>Post-Meeting</b>				

12	Share all presentations shown during the meeting, as well meeting recording, via the <insert region> all staff Slack channel		Slack	Meeting Owner
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