

# Communication Norms

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## Purpose

This document defines **how communication works** in the Abdullah Lab.

Clear communication supports: - Efficient day-to-day work - Productive supervision - Early identification of problems - A respectful and professional lab culture

These norms apply to **all lab members**.

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## General principles

- Communicate clearly and proactively
  - Choose the appropriate channel for the topic
  - Share information that affects others
  - Raise issues early rather than letting them accumulate
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## Communication channels

### Mattermost (day-to-day communication)

**Mattermost is the primary platform for day-to-day lab communication.**

Use Mattermost for: - Quick questions - Coordination (e.g. equipment, schedules) - Short updates - Announcements relevant to the lab

Keep messages concise and considerate of others' time.

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## **Email (formal and external communication)**

Use email for: - Formal communication - Administrative matters - Communication with external collaborators - Topics requiring a clear written record

Avoid using email for rapid back-and-forth discussion when Mattermost is more appropriate.

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## **Meetings**

### **Supervisor meetings**

- PhD students are expected to have **regular supervisor meetings**
- Meetings are typically **weekly or biweekly**, as agreed with the supervisor
- Frequency and format may evolve over the course of the PhD

### **Preparing for meetings**

To make meetings effective: - Prepare key updates in advance - Identify questions or decisions that require input - Bring figures or data when relevant

Meetings work best when both sides arrive prepared.

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### **Group meetings and discussions**

- Participate actively and respectfully
  - Ask questions and contribute constructively
  - Provide feedback focused on the science
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### **Documentation and follow-up**

Important decisions or outcomes should be: - Documented (e.g. notes, shared documents) - Reflected in project plans or records - Followed up where action is required

Verbal agreements should be written down if they affect timelines, responsibilities, or experimental direction.

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## Raising issues and concerns

If you encounter problems:

- Scientific (e.g. experiments not working)
- Organisational (e.g. access, resources)
- Interpersonal (e.g. communication difficulties)

Raise them early.

Where appropriate:

- Start with direct discussion
- Involve a supervisor or senior lab member if needed

The goal is resolution and progress, not blame.

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## Disagreements and feedback

- Scientific disagreement is normal and expected
- Discuss differences professionally and respectfully
- Focus on data and reasoning rather than individuals

Feedback should be constructive and aimed at improving outcomes.

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## Scope and limitations

This document:

- Defines **how communication is handled**
- Supports efficient collaboration

It does **not**:

- Replace institutional policies
- Define performance evaluation
- Specify response-time guarantees

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## Notes

These communication norms may evolve as the lab grows.

If something is unclear or not working well, raise it so expectations can be adjusted.