The table below offers precise guidance on selecting the appropriate communication platform.

Communication Type	Platform	When to Use	Example Use Cases
Internal: Formal Announcements	Google Chat Spaces	For official announcements, policy updates, or important updates within the organization that require clear visibility and easy access for all staff members.	- Announcing changes to company policies. - Sharing updates on new initiatives or projects.
Internal: Detailed Explanations and Reports	Google Chat Spaces	When sharing detailed information, reports, or feedback that requires careful consideration and documentation within the organization.	- Sharing a detailed project report with the team. - Distributing meeting minutes with action items to relevant staff members.
Internal: Record Keeping & Compliance	Google Chat Spaces	For internal communications that need to be archived, organized, and searched for future reference, maintaining records of important discussions and decisions.	- Documenting important team decisions. - Keeping records of project milestones and progress.
External Communications	Gmail	For all interactions with entities outside JKKN Institutions, leveraging Gmail's wider reach, universal compatibility, and formal email structure.	- Correspondence with vendors, partners, or clients. - Communication with government bodies or accrediting agencies. - Sending official contracts or agreements to external parties.
Internal: Quick Queries and Clarifications	Google Chat DMs	For immediate questions or clarifications between staff members that do not require formal documentation, benefiting from quick responses and real-time collaboration.	- Asking a colleague for a quick favor. - Requesting immediate clarification on a task.
Internal: Informal Staff Updates	Google Chat DMs or Spaces	For sharing informal updates or making quick announcements among staff members, fostering a more open and approachable communication culture internally.	- Notifying a colleague about a change in meeting schedule. - Quick updates on project progress between staff members.
Internal: Instant Staff Feedback	Google Chat DMs or Spaces	When staff members seek or provide immediate feedback on shared documents or ideas, leveraging Google Chat's integration with Google Workspace for enhanced productivity.	- Asking for feedback from a colleague on a Google Docs draft. - Quick review of a presentation slide shared in Google Drive.

Internal: Staff Team Collaboration	Google Chat Spaces	For real-time collaboration and organized discussions on projects or tasks among staff teams, using spaces for different projects or departments and threads for specific topics. Utilize new features like huddles, audio messages, shared tab, board, and calendar reminders to enhance collaboration.	- Discussing day-to-day tasks within a department. - Brainstorming session for an upcoming event among staff members. - Collaborating on a project using the shared tab and board features.
Internal: Learning Facilitator-Learner Communication	Google Chat Spaces	For all one-on-one or group conversations between Learning Facilitators and learners, ensuring transparency, accountability, and organized discussions. Leverage features like guest access and large member spaces to facilitate communication.	- A Learning Facilitator discussing a project with an individual learner or a group of learners. - Learners seeking clarification on an assignment from their Learning Facilitator.
Internal: Learner Collaboration	Google Chat Spaces	For learners to collaborate on projects, assignments, or discuss course-related topics among themselves, keeping conversations organized and allowing for seamless expansion if needed. Utilize features like huddles, audio messages, and shared tab to enhance collaboration.	- Learners working together on a group project in a dedicated Space. - Learners discussing a course concept or sharing resources in a Space.
Internal: Managing and Updating OKRs	Google Chat Spaces	For setting, tracking, and updating Objectives and Key Results (OKRs) within the organization, and for maintaining checklists. Leverage features like board and calendar reminders to manage OKRs effectively.	- Setting quarterly OKRs for each department. - Updating progress on individual and team OKRs using the board feature.
Internal: OKR Discussions	Google Chat Spaces	For discussions related to OKRs, including clarifications, updates, and brainstorming improvements.	- Discussing potential adjustments to a team's Q2 OKRs. - Brainstorming new OKRs for upcoming projects.
Internal: Project Management	Google Chat Spaces	For managing learners' projects, multidisciplinary projects, events, and overseeing the publication of research journals, leveraging Google Chat's new project management features like board, calendar reminders, and shared tab.	- Creating a dedicated Space for each project, with tasks, timelines, and milestones managed using the board feature. - Assigning tasks to team members and tracking progress within the Space.

		For real-time discussions, brainstorming, and updates related to projects managed within Google Chat Spaces, keeping relevant conversations and files together in one place. Utilize features like huddles, audio messages, and shared tab to enhance collaboration.	- Quick status updates on a project using huddles or audio messages. - Collaborative brainstorming for solving a problem or generating new ideas using the shared tab feature.
Internal: Project-Related Discussions	Google Chat Spaces		
Internal: Community and Interest Groups	Google Chat Spaces	For departmental teams, project groups, special interest communities, and employee resource groups within the organization, fostering open communication and engagement. Leverage features like guest access and large member spaces to facilitate communication.	- Creating a Space for the IT department to share updates and tech news. - A project team Space for discussing the workflow and sharing files.
Internal: Support and Ticketing	Google Chat Spaces with Apps	For streamlining support processes and triaging support tickets within Google Chat, leveraging Chat apps for ticket management and notifications.	- Using a Chat app to create and manage support tickets directly within a dedicated support Space. - Notifying relevant teams about high-priority tickets using Chat app notifications.
Internal: Workflow Automation	Google Chat Spaces with Apps	For automating workflows, keeping users focused, and enhancing productivity by leveraging Chat apps to preview content, take action, and celebrate team achievements directly within Google Chat.	- Using a Chat app to preview and update project tasks from Jira without leaving the Chat interface. - Celebrating team milestones and achievements using interactive Chat app messages.

JKKN Institutions Communication Policy

1. Introduction

1.1 Purpose
- Establish clear guidelines and standards for effective, efficient, and secure communication within JKKN Institutions.
- Promote a culture of open, transparent, and professional communication that fosters collaboration, knowledge sharing, and the achievement of organizational goals.
- Ensure that all communications are consistent, reliable, and aligned with the institution's values and objectives.

1.2 Scope

- Applies to all JKKN Institutions staff, including Learning Facilitators, facilitators, and other staff members.
- Covers all forms of communication, including written, verbal, and digital communications, across various platforms such as email, instant messaging, video conferencing, and collaborative workspaces.
- Guidelines apply to both internal communications within the institution and external communications with partners, vendors, clients, government bodies, accrediting agencies, and other stakeholders.

1.3 Objectives
- Promote clear, concise, and professional communication that enhances understanding and minimizes misinterpretation.
- Establish a consistent approach to communication that aligns with the institution's brand, values, and culture.
- Ensure the security and confidentiality of sensitive information shared through communication channels.
- Foster a collaborative and engaging work environment that encourages open dialogue, feedback, and knowledge sharing.
- Streamline communication processes and improve efficiency by leveraging appropriate technologies and platforms.

2. Communication Platforms

2.1 Gmail
- Primary platform for all external communications, formal and official correspondence, and communication that requires secure record-keeping and compliance.
- Staff should use their official JKKN Institutions Gmail accounts for all work-related email communications.
- Gmail should be used for:
  - Correspondence with external stakeholders.
  - Sharing official documents, contracts, agreements, and other legal or confidential materials.
  - Formal announcements, policy updates, and official communications.
- Guidelines for using Gmail:
  - Maintain a professional tone and format, using clear and concise language.
  - Use a meaningful and specific subject line.
  - Ensure attachments are relevant, properly formatted, and virus-free.
  - Proofread emails before sending.
  - Respect confidentiality and privacy of all email communications.

2.2 Google Chat and Spaces
- Primary platforms for internal communications, informal and real-time collaboration, and team and project-based discussions.
- Staff should use Google Chat and Spaces for:
  - Day-to-day communication, quick queries, clarifications, and informal updates.

- Real-time collaboration and discussions related to specific projects, tasks, or initiatives.
  - Community building and engagement activities.
- Guidelines for using Google Chat and Spaces:
  - Create dedicated Spaces for each department, project, or community.
  - Use threads within Spaces to keep conversations organized.
  - Utilize mentions (@) to notify specific team members or seek input.
  - Leverage features like huddles, audio messages, and shared tabs to enhance collaboration.
  - Maintain a professional, respectful, and inclusive tone.
  - Be mindful of the volume and frequency of messages.

3. Use Cases and Guidelines

3.1 Gmail

3.1.1 External Communications
- Always use your official JKKN Institutions Gmail account when communicating with external stakeholders.
- Ensure all external communications are professional, courteous, and aligned with the institution's values and brand guidelines.
- Use a clear and concise subject line that accurately reflects the purpose of the email.
- When sending attachments, ensure they are in a widely compatible format and properly named and organized.
- Use Gmail's confidential mode or encrypt contents for sensitive or confidential information.

3.1.2 Formal Announcements and Official Communications
- Use Gmail for all formal announcements, policy updates, and official communications.
- Use a standardized format and template for official communications.
- Obtain necessary approvals before sending out formal announcements or official communications.
- Use Gmail's scheduling feature to send announcements or updates at an appropriate time.

3.1.3 Record-Keeping and Compliance
- Use password protection or encryption when sharing sensitive documents, contracts, or agreements via Gmail.
- Use Gmail's labeling and archiving features to organize and store important emails.
- Adhere to all relevant data protection regulations when handling personal or sensitive information.
- Regularly review and clean up your Gmail inbox to maintain data hygiene and compliance.

3.2 Google Chat and Spaces

3.2.1 Team Collaboration and Project Management
- Create dedicated Google Chat Spaces for each department, project, or initiative.

- Use the Spaces description and guidelines feature to clearly outline the purpose, goals, and expectations for each Space.
- Utilize various features of Google Chat Spaces to streamline project management.
- Regularly update the status of tasks and projects within the Space.

3.2.2 Real-Time Communication and Quick Queries
- Use Google Chat direct messages (DMs) for quick, one-on-one conversations, clarifications, or urgent queries.
- Use appropriate Google Chat Space for group discussions or team-wide announcements.
- Leverage Google Chat's video and audio call features for in-depth discussions, brainstorming sessions, or remote meetings.
- Use the Google Chat mobile app to stay connected and responsive.

3.2.3 Community Building and Engagement
- Create Google Chat Spaces for various interest groups, communities, or staff resource groups.
- Use these Spaces to share relevant articles, resources, or best practices.
- Organize virtual events, workshops, or Q&A sessions within these Spaces.
- Encourage staff to actively participate in these Spaces.

4. Roles and Responsibilities

4.1 All Staff Members
- Read, understand, and adhere to the JKKN Institutions Communication Policy.
- Complete all mandatory training sessions related to the use of Gmail and Google Chat and Spaces.
- Maintain professionalism and respect in all communications.
- Report any violations of the communication policy or misuse of the platforms.
- Provide feedback and suggestions for improving the communication policy or platforms.

4.2 Learning Facilitators and Facilitators
- Create and manage Google Chat Spaces for their respective teams, projects, or departments.
- Communicate the purpose, goals, and guidelines for each Space to their team members.
- Monitor and moderate the conversations and activities within their Spaces.
- Lead by example, demonstrating best practices for communication and collaboration.
- Regularly review and update the content and membership of their Spaces.

4.3 IT and Support Staff
- Provide technical support and troubleshooting assistance to staff.
- Conduct regular training sessions and workshops on the effective use of these platforms.
- Develop and maintain user guides, FAQs, and other documentation.
- Monitor the security and performance of the platforms, implementing necessary updates, patches, or configurations.
- Collaborate with the HR and Communications teams to enforce the communication policy and investigate any reported violations.

JKKN Institutions Communication Policy

5. Training and Support

5.1 Onboarding and Initial Training
- All new staff members will undergo a comprehensive onboarding program that includes training on the effective use of Gmail and Google Chat and Spaces.
- The training will cover key features, functionalities, guidelines, and best practices outlined in the communication policy.
- New staff will have the opportunity to ask questions and receive guidance from experienced staff members.

5.2 Ongoing Training and Development
- Regular training sessions and workshops will be conducted throughout the year to ensure staff remain up-to-date with the latest features, updates, and best practices.
- Training sessions will be tailored to the specific needs and roles of different teams and departments.
- Staff will be encouraged to attend these training sessions and proactively seek out additional learning opportunities.

5.3 Self-Help Resources and Support
- A comprehensive library of self-help resources, including user guides, video tutorials, and FAQs, will be made available to all staff on the institution's intranet or learning management system.
- Resources will cover a wide range of topics related to Gmail and Google Chat and Spaces, from basic navigation and setup to advanced features and troubleshooting.
- Staff will be encouraged to refer to these resources first when experiencing issues or seeking guidance.

5.4 Dedicated Support Channels
- A dedicated support team will be available to assist staff with any technical issues, questions, or concerns related to Gmail and Google Chat and Spaces.
- Staff can reach out to the support team via email, chat, or phone, depending on the nature and urgency of their request.
- The support team will strive to provide prompt, accurate, and friendly assistance to ensure uninterrupted communication and collaboration.

6. Compliance and Security

6.1 Data Protection and Privacy
- All communications conducted via Gmail and Google Chat and Spaces must adhere to relevant data protection and privacy regulations.
- Staff must handle personal and sensitive information with the utmost care and confidentiality, using secure transmission methods and access controls where necessary.

- Any suspected or actual data breaches or unauthorized access to information must be reported immediately to the IT and legal teams.

6.2 Acceptable Use and Conduct
- Staff must use Gmail and Google Chat and Spaces only for work-related purposes, refraining from any inappropriate, offensive, or illegal activities.
- All communications must be professional, respectful, and inclusive, avoiding any form of discrimination, harassment, or bullying.
- Staff must not share or distribute any copyrighted, trademarked, or confidential information without proper authorization or licensing.

6.3 Monitoring and Enforcement
- JKKN Institutions reserves the right to monitor and audit staff communications on Gmail and Google Chat and Spaces to ensure compliance with the communication policy and applicable laws and regulations.
- Any violations of the policy or misconduct will be thoroughly investigated and may result in disciplinary action, up to and including termination of employment.
- Staff are encouraged to report any observed or suspected violations of the policy to their Learning Facilitator, HR, or the legal team, as appropriate.

7. Policy Review and Updates

7.1 Regular Review and Assessment
- The JKKN Institutions Communication Policy will be reviewed annually, or more frequently as needed, to ensure its continued relevance, effectiveness, and alignment with organizational goals and regulatory requirements.
- The review process will involve key stakeholders from various departments to provide diverse perspectives and expertise.
- The review will assess the policy's impact on staff communication and collaboration, identify any gaps or areas for improvement, and incorporate feedback from staff and Learning Facilitators.

7.2 Updates and Amendments
- Based on the findings of the review process, the communication policy will be updated and amended as necessary to address any identified issues or opportunities for enhancement.
- Updates may include changes to the guidelines, roles and responsibilities, training and support programs, or compliance and security measures.
- Any significant updates or amendments to the policy will be communicated to all staff via email, town hall meetings, or other appropriate channels.

7.3 Continuous Improvement and Innovation
- JKKN Institutions is committed to fostering a culture of continuous improvement and innovation in communication and collaboration practices.

- Staff are encouraged to provide ongoing feedback, suggestions, and ideas for enhancing the use of Gmail and Google Chat and Spaces, as well as the overall communication policy.
- The institution will regularly benchmark its communication practices against industry best practices and emerging trends, seeking opportunities to leverage new technologies and approaches to drive efficiency, effectiveness, and engagement.

8. Conclusion

8.1 Importance of Effective Communication
- Effective communication is essential for the success of JKKN Institutions, enabling us to collaborate, innovate, and achieve our shared goals.
- By adhering to the guidelines and best practices outlined in this communication policy, we can foster a culture of open, transparent, and respectful communication that drives productivity, creativity, and growth.
- Every staff member plays a crucial role in shaping our communication culture and contributing to the overall success of the institution.

8.2 Commitment to Excellence
- JKKN Institutions is committed to excellence in all aspects of communication and collaboration, from the technologies we use to the way we interact with each other and our stakeholders.
- We will continue to invest in the development of our people, processes, and platforms to ensure that we remain at the forefront of effective communication practices.
- By working together and upholding the principles of this communication policy, we can build a stronger, more connected, and more successful institution that makes a positive impact on the world.

8.3 Acknowledgement and Agreement
- All staff members are required to read, understand, and acknowledge their agreement to abide by the JKKN Institutions Communication Policy as a condition of their employment.
- Any questions, concerns, or clarifications regarding the policy should be directed to the staff member's Learning Facilitator or the HR department.
- By embracing and exemplifying the principles of effective communication outlined in this policy, each staff member contributes to creating a positive, productive, and thriving workplace culture.

- ns or documents that require archiving, include a clear and detailed description in the email body, attaching any relevant files.
- Use labels and filters in Gmail to categorize and archive emails efficiently, ensuring they can be easily located in the future.

Embrace the Full Potential of Google Chat and Spaces

By following the guidelines and leveraging the latest features, we can create a more efficient, organized, and engaging communication experience for all stakeholders within JKKN Institutions.

Google Chat and Spaces for Internal Communications
- Use Google Chat and Spaces for all internal communications, including day-to-day discussions, informal updates, and real-time collaboration.
- Leverage the latest features like threads, @mentions, huddles, audio messages, and shared tabs to enhance collaboration and keep conversations organized.
- Utilize AI-powered features like conversation summaries, priority home, and translation to manage the influx of communication more effectively.

Gmail for External Communications
- Continue using Gmail for all external communications, including correspondence with vendors, partners, clients, government bodies, and accrediting agencies.
- Use Gmail for sending official contracts, agreements, and other formal documents to external parties.

Standard Operating Procedure (SOP) for Google Chat and Spaces

Purpose
This updated SOP provides guidelines for using the latest features of Google Chat and Spaces to promote effective communication, organization, and collaboration between learning facilitators and learners within JKKN institutions.

Key Features and Mandatory Best Practices

@Mentions and Threads
- Use @mentions to notify specific individuals or groups and keep them engaged in relevant discussions.
- Utilize threads to keep conversations organized and focused on specific topics within a Space.
- Regularly review your mentions and follow important threads to stay updated on critical discussions.

Mandatory Message Acknowledgment and Task Management

1. Message Acknowledgment:
   ○ It is mandatory for all JKKN team members to acknowledge messages in Google Chat with a Vanakkam reaction (🙏).
   ○ Acknowledgment Timeframe:
      ■ Within 4 working hours of receipt.
2. Task Assignment and Management:
   ○ Tasks assigned via Google Chat will automatically appear in Google Tasks.
   ○ Team members must: a) Acknowledge the task assignment with a Vanakkam reaction (🙏) within 4 working hours. b) Open the task in Google Tasks within 24 hours of assignment. c) Update the task status regularly as they progress.
3. Compliance:
   ○ Failure to acknowledge messages or tasks as specified will be interpreted as a lack of interest in being part of the JKKN team.
   ○ Consistent non-compliance with message acknowledgment or task management may result in a review of the individual's continued involvement with JKKN Institutions.
4. Using Google Tasks:
   ○ Access Google Tasks via the sidebar in Gmail, Google Calendar, or the Google Tasks mobile app.
   ○ Regularly check Google Tasks for new assignments and updates.
   ○ Use the features in Google Tasks to set due dates and provide notes on progress.
5. Exceptions:
   ○ If a team member is on approved leave, the acknowledgment and task management timeframes will begin upon their return.
   ○ Any technical issues preventing timely acknowledgment or task access should be reported to IT support immediately and to the task assigner through Email.

Google Drive Integration and Search

- Leverage Google Drive integration to seamlessly collaborate on documents, presentations, and spreadsheets directly within Google Chat and Spaces.
- Use the powerful search functionality to quickly find messages, files, and mentions across all your conversations.

Starred Messages and Personalization
- Star important messages for quick access to critical information, deadlines, and resources.
- Customize your navigation panel and use labels to organize your conversations and Spaces based on your preferences.

Huddles, Audio Messages, and Shared Tabs
- Utilize huddles and audio messages for quick, informal discussions and updates.
- Leverage shared tabs to collaborate on documents, manage tasks, and share important information within a Space.

AI-Powered Features
- Take advantage of AI-powered features like conversation summaries, priority home, and translation to manage your communication more efficiently and effectively.

Chat Apps and Workflows
- Explore and utilize Chat apps to streamline workflows, automate tasks, and enhance productivity directly within Google Chat and Spaces.
- Leverage Chat apps for support ticketing, project management, and celebrating team achievements.

Conclusion
By embracing the latest features and following the updated guidelines for Google Chat and Spaces, JKKN institutions can create a more collaborative, organized, and engaging communication experience for learning facilitators, learners, and staff members. Encourage all stakeholders to explore and leverage these features to unlock the full potential of Google Chat and Spaces in driving effective communication and collaboration.