Asynchronous communications maturity model (overview)

Adapted from the [Rethinking async communications maturity model](https://github.com/amatlack/rethinking-async-communications/blob/main/maturity-model.md)

Level	Documentation	Decision making	Work tracking	Meetings	Leadership & culture
Level 3: Optimizing	Documentation is a living resource, continuously refined and fully integrated into workflows, ensuring all decisions and processes are clear and easily accessible.	Decisions are thoroughly documented, fully transparent, and routinely reviewed for improvement, involving broad stakeholder participation.	Work tracking is seamlessly integrated with workflows, utilizing automation to streamline updates and ensure visibility across teams, with tasks clearly linked to decisions and documentation.	Meetings are used sparingly and intentionally, reserved for high-impact discussions, complex problem-solving, or team bonding, with clear agendas and follow-up documentation.	Leaders model async-first behavior, working transparently, promoting autonomy, and fostering a culture of continuous improvement and trust.
Level 2: Defined	Documentation is consistently updated and embedded in workflows, reducing interruptions and enabling team members to work autonomously across time zones.	Decisions are regularly documented and accessible, fostering greater involvement and ensuring clarity across teams.	Teams use centralized work-tracking tools to maintain visibility and accountability, with clear ownership of tasks and regular updates.	Meetings are focused and intentional, primarily for social connections, 1:1s, or complex discussions, with well-documented and shared agendas and outcomes.	Leaders champion async communication, encouraging transparency, inclusivity, and psychological safety, with clear expectations for async-first practices.
Level 1: Initial	Teams begin documenting decisions and processes, but practices are inconsistent and lack structure, with gaps in accessibility and ownership.	Some decisions are documented, but the process is ad hoc, and teams often rely on meetings for clarification and follow-ups.	Work tracking is inconsistent, with tasks scattered across different tools and some progress still shared via meetings or chat.	Teams hold frequent meetings for status updates and decision-making, though async alternatives are occasionally used.	Leaders experiment with async methods but may default to synchronous communication, sending mixed signals about expectations.
Level 0: Unaware	Documentation is sparse or nonexistent, with teams relying on meetings and verbal communication for sharing information and making decisions.	Decisions are informal, undocumented, and siloed, leading to frequent confusion and misalignment among teams.	Work tracking is absent or informal, with no durable records of progress, making cross-team collaboration difficult.	Meetings are the default method for communication, decision-making, and coordination, with no effort to use async alternatives.	Leadership prioritizes synchronous communication and immediate responses, with little effort to foster an async-friendly environment or culture.