



# Communication

Effective from: 1 October 2019

## Introduction

Red Opal Innovations (ROI) believes that good communication is the key to creating a successful organisation. All written and verbal communication must be of the highest standard to project an image of friendliness, efficiency, accuracy and total professionalism.

## Purpose

To provide appropriate protocols to staff to follow.

## Scope

This procedure applies to all employees of Red Opal Innovations (ROI).

## Procedure

At ROI, staff will be required to deal with both internal and external clients by telephone, mail, email or face to face.

ROI depends on satisfying clients and keeping them satisfied. Good communication will be achieved by:

- projecting a positive attitude of the firm at all times through verbal and non-verbal communication
- using the client's name; this helps to personalise the relationship with the client. Use first names only when given permission to do so.
- handling all incoming and outgoing telephone calls by competently using the features of the telephone system, for example, placing a call on hold, transferring a call and retrieving voicemail
- practising active listening skills and good questioning techniques – all staff should be familiar with the use of open and closed questions, paraphrasing, summarising, attentive body language and using appropriate dispute resolution techniques
- promptly documenting customer complaints and referring to relevant manager for action
- writing down important information and checking it for accuracy
- clarifying that all instructions given are understood.

## Face-to-face communication

Face-to-face communication is the best option when a subject needs to be discussed. This will be helpful to exchange understanding and give the opportunity for questions to be asked and answered.



This may include discussions and briefings with clients, team leaders, supervisors and managers as appropriate.

### Feedback

Active listening and obtaining feedback is most important for effective communication. Communicating effectively will only happen when feedback is sought and appropriate action taken to ensure the audience receives the intended meaning.

Important written information such as reports and emails should be supplemented by face-to-face communication where possible.

All communication must be honest and inclusive. This includes communicating both good and bad news.

### Communication protocols

Message	Communication methods	Communicator	Audience	Frequency
Project news and updates	Face to face Email	Project managers	Project team	Weekly
Technology and innovation updates	Face to face Email	Project managers	Project team	Weekly
Client project updates	Face to face Email (supplementary) Telephone Video conference	Project team member	Project manager, client	As required



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**Version control**

No	Effective	Approved by	Updates
1	1 June 2019	Wendy Opal Director	Initial release