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7-2 Project Milestone

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Being over the mobile division management team we have come to learn the best ways we are able to communicate with others in the organization. Our current focus is teaching others in the organization how to communicate with each other. Organizations have problems whenever communication is a subject that is left behind. Although it may not seem like a large problem at first without communication but day by day, and little by little team’s drift further and further apart from the main goal of the company. We will be helping all teams in the organization by teaching them each how to communicate with one another. We will be starting with the engineering teams and the customer support teams.

We feel as if these teams bring major importance to the company and the north star of the company. After watching for the past few weeks and learning about all the teams we have found some starting ground for the teams we want to start communication work with. We have found that the engineering teams have a perspective to make everything better for the company, even though other teams don’t see that to be true it is. The background of engineers is to make things faster and more automated. The organizational agenda is to create the best systems possible to maintain efficiency and profitability, which is a common shared goal between most teams. The next team we are ready to move forward with is the customer support teams. Like many other teams we find the background of this team to be with people who have experience with other people. The perspective that this team brings is from our userbase. This team gets to see day in and day out all the different problems that our users face. The organizational agenda for this team is to lower the problems that we face in our organization by teaching our users how to properly use our product.

At our company due to a lack of communication we have found that our internal teams have anger towards one another all due to many valid reasons but at the root it is a failure of communication. We believe that our team can make a difference by teaching teams how to properly communicate their team goals and how they can align with the organizational goals. To have a striving and growing organization this matters. We need to consistently be growing and asking for feedback to move forward. Technical communication will be the difference maker when it comes to getting the correct information to all the different teams. The necessary information that we need changes depending on the team that we are looking at. For example, the engineering teams we would need less technical communication and more communication about the product and what their goals are for the company. Not everyone can understand their deep level of technical knowledge and that is okay, it just needs to be explained to other teams differently. For the customer support teams we will be defining process a little differently, this team will focus on their ability to teach our users how exactly to use the products for the best customer ratings. For some learning how to communicate will be a simple process, however there will be a push back on others. For a thought exercise most people know how to speak, but speaking isn’t communicating although the line between two is thin.

The first step to growing in communication is to set goals. This will be done by my team and leadership. We will set goals for the organization and what we are trying to accomplish. Other teams will always be trying to move the company towards our goals, but each team will look different. Although all teams will start with the same path of listening. Before anyone can learn to communicate and speak, they must learn to listen. This will be the first step for all teams. Following that teams will begin templating their communication message for some consistency. There is to many times where teams have just used one or two sentences for an entire email about a team change which is simply not enough. Templating communication will also help the correct information for the correct teams. In templated emails there will be a section for each department that is specific to them. This will help all teams understand their purpose and ensure that each team gets the required information gets to the correct audience.

For specifics in for the two starting teams we will start with engineering. This team will start by taking the goals that leadership sets and putting them into place within their own team. After this implementation the team will begin to form templates of communication for the other teams. This will include how the team will be communicated to and with. The engineering team will also meet once a month to go over all the new projects that are being worked on with the leadership team. This will also serve as a time to practice communication before the quarterly meeting with shareholders. Prior to this meeting will be a detailed list of all the things that engineering plan to go over in deep detail. On the chance that the team doesn’t get to go over everything they will be able to send out emails to all of leadership and other teams about current projects and things that are going on in engineering. The customer support team will start with the same expectations that the engineering team had which is listening to leadership about organizational goals and planning within their team to meet all these goals. The team will also template majority of communication out to the other teams. This team specifically due to their interactions with our users will begin to document helpful articles for all our customers. This will help for a list of reasons, starting with people learn best by teaching. Next this will help grow our user guides to help automate our company. Some other guidelines that all teams will change to is biweekly trainings. These trainings for some will be in their job specifically or for other just in generic communication. It’s been said that companies that move forward grow faster and that will be the case with our company. I have found it to be helpful for a staff to be consistently desiring feedback for growth. This is what makes a strong team, and we believe that starting with teaching our staff how to be the best version of themselves is a great start.