Synchronous communication takes place in real-time between two or more people. All parties are online at the same time. When a message or request is sent, there’s an immediate response.

Synchronous communication is common in a physical work location where managers can walk up to a team member’s office and ask for a document or question about a process. Work hours and break times are preset, and there’s a ton of pressure to always be available.

Examples of synchronous communication include video conferencing, instant messaging, and telephone conversations.

Situations where synchronous communication is beneficial include:

* Brainstorming sessions
* Weekly team meetings
* Team building activities
* Project discussions
* Interview sessions
* Water cooler conversations

While synchronous communication is instantaneous, there’s an expected lag in asynchronous communication. Rather than determining when employees can work or respond to communications, async communication places control with the employee, not the employer.

**Examples of asynchronous communication**

**Messaging software:**Messaging software like [Microsoft Teams](https://www.getguru.com/integrations/microsoft-teams) and [Slack](https://www.getguru.com/integrations/slack) is helpful for employee communication and collaboration. You send a message and the recipient replies when they come online.

**Email:** There’s no pressure to respond instantly to work emails. Employees can reply at a convenient time with tools like [Gmail](https://www.getguru.com/integrations/gmail) and [Outlook](https://www.getguru.com/integrations/microsoft-outlook).

**Video recording:**Video recordings or demos work great when you need to explain a process. Popular video recording tools include [Zoom](https://app.getguru.com/card/Txgr6M6c/ZOOM-MEETING-HOWTO-GUIDE) and [Loom](https://help.getguru.com/en/articles/4681199-how-to-embed-a-loom-video-in-a-guru-card).

**Cloud collaboration:**With tools like [Google Workspace](https://workspace.google.com/) and [Microsoft Teams](https://www.microsoft.com/en-us/microsoft-teams/group-chat-software), you can collaborate on documents with your teammates, make edits, and leave comments they can address at a convenient time.  

**Video libraries:**A video library is a collection of training videos that employees can watch as part of the onboarding process or regular training intervals. You can [integrate Guru](https://help.getguru.com/en/articles/4739829-how-to-embed-a-guru-card-into-a-webpage) with learning management software like Lessonly and Skilljar to help employees learn at their own pace.

**Project management software:**Project management tools are a great way to collaborate on projects, communicate deliverables and track project activity. Examples to explore with Guru include [Asana](https://asana.com/case-study/guru) and [Trello](https://trello.com/).

**Wikis and intranets:**[Wikis](https://www.getguru.com/reference/what-is-an-internal-wiki) and [intranets](https://www.getguru.com/reference/what-is-intranet-and-is-it-relevant) serve as the [single source of truth](https://www.getguru.com/reference/what-is-a-single-source-of-truth) within an organization. It’s a repository of company documents, processes, and other resources employees need to perform their job functions. With an [intranet CMS](https://www.getguru.com./templates/intranet-cms) like Guru, anyone can create content and share verifiable knowledge so employees are always using [best practices](https://www.getguru.com/template/internal-communication). 

**What are the benefits of asynchronous communication?**

**Flexibility to respond when you can**

Async communication gives you the freedom to plan your workday based on your most productive hours. Instead of switching tabs to reply to non-stop messages, you can batch your responses when you have time.

With more flexibility, you spend extended periods on more important tasks, resulting in improved performance and productivity.

**More honest communication**

While asynchronous communication is slower, it also tends to be of higher quality than knee-jerk responses. It allows you to think through a particular idea, gather your thoughts, and offer responses when you’re ready. This makes it easier for other people to understand your message effectively and avoid unnecessary back-and-forths.

**Greater transparency since communication is saved by default**

Chat messages and Slack threads all happen in writing and are automatically saved so you and your team can reference them later. This results in greater transparency across your company and ensures nobody misses important information.

**Better for people in different time zones**

Communicating in real-time across different time zones is hard when one teammate is sleeping peacefully just as another is coming back from their morning run.

Since async communication doesn't require remote workers to be connected at the same time, you can send a message to an employee in Europe from your apartment in San Francisco and they’ll respond later in the day when they sit at their workstation.

**Increased productivity**

In a synchronous environment, the average employee spends [12 hours per week](https://www.inc.com/john-white/ineffective-meetings-cost-companies-up-to-283-billion-a-year-streamline-collaboration-with-these-tips.html) preparing and attending meetings.

Without distractions, employees can block off time for deep work, then batch responses a few times a day instead of checking their phone every 30 minutes.

Not to mention, employees can skyrocket productivity with [asynchronous information sharing](https://www.getguru.com/template/internal-communication) to save time and stress. We curated the best business templates to save your team time and quickly build confidence for new hires.