TEAM COMMUNICATION

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11/1/15

TYPES

Task Information

Project

Deliverable

Project Management

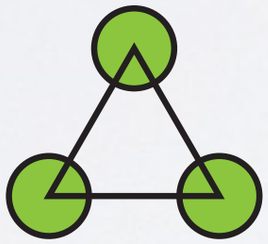
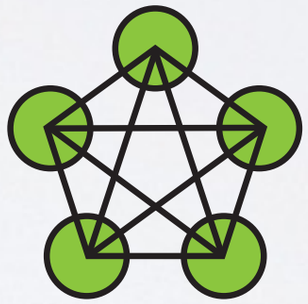
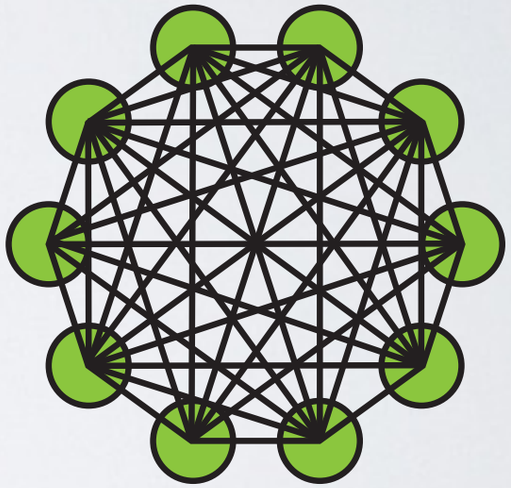
Status

Review

Feedback

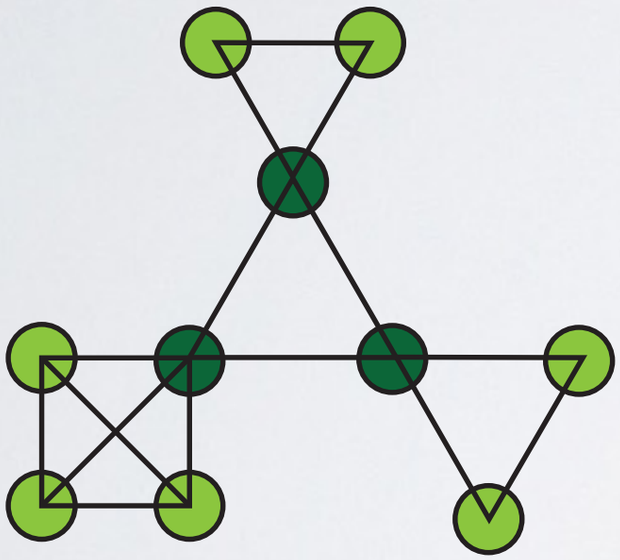
Clarification

COMMUNICATION PATHS

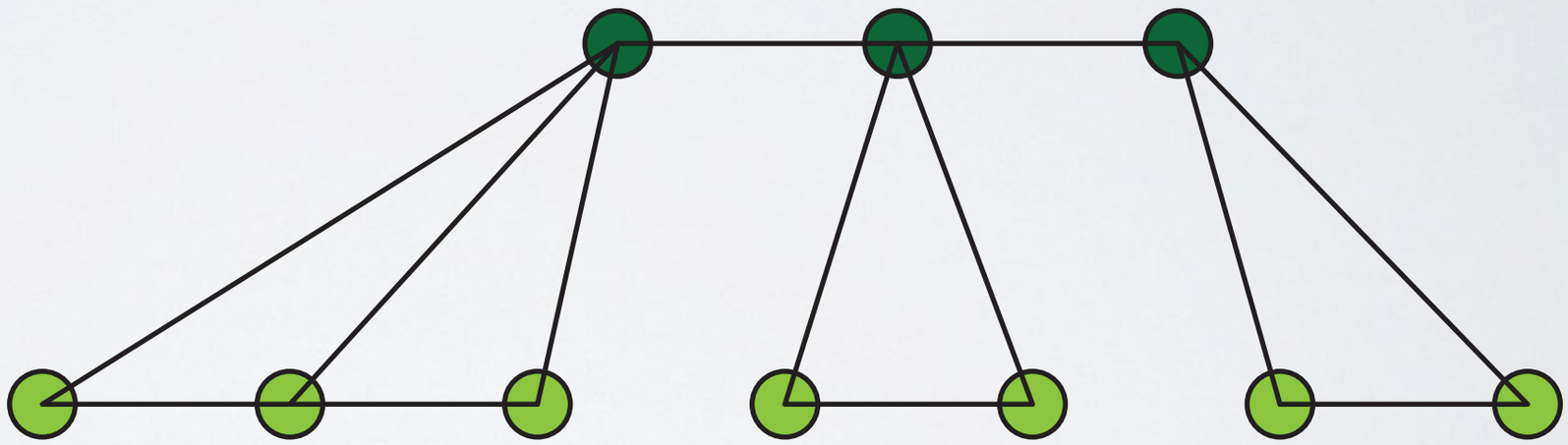
1 Person Team	3 Person Team	5 Person Team	10 Person Team
			
0 Paths	3 Paths	10 Paths	45 Paths

COMMUNICATION PATHS

10 Person Team
1 Level Hierarchy
Top View

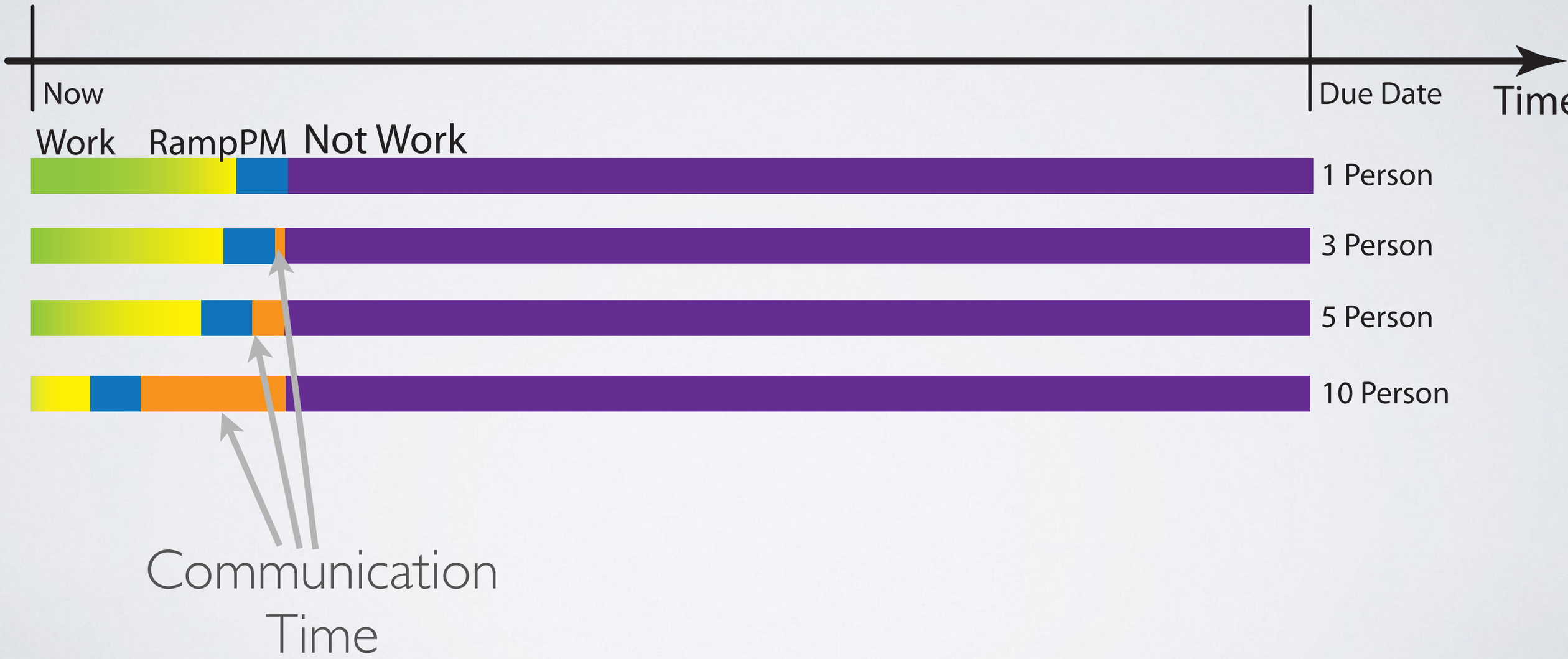


10 Person Team
1 Level Hierarchy
Side View



15 Paths

COMMUNICATION TIME



THE CHANNEL IS NOISY

- Missed Connections
- Misunderstandings
- Errors
- Omissions

FORMAL COMMUNICATION

Terminology matters

No assumptions

State everything explicitly

Precision about uncertainty

Clarity

CHARACTERISTICS

Type	Bandwidth	Feedback Time	Persistent	Structured Information
Email	Low	hours	Yes	No
Phone Call	Medium	Instantaneous	No	No
Meeting	High	Instantaneous	No	No
Documentation	Medium	months	Yes	Yes

EMAIL

- Verbosity
- Off Topic
- Follow Up

PHONE CALLS

- The 5minute call
- No shared view
- Recap Email

MEETINGS

- Coordination
- Group Think and Spread Think
- Offline
- Decision making
- Last call for items

DECISION MAKING

- What information do you need
- Who needs to be in the room
- Decision Statement
- Agreement