

Roadmap for common communication scenarios with teams

By CareerBloom

When addressing your team:

- Avoid bloated project descriptions
- Disregard unnecessary background and process detail
- Identify the relevant objective
- Establish a timeline
- Create and internalized process
- Ensure everyone is on the same page

When asking your team for something:

- Be direct with your request while being professional and polite
- Don't offer options if they are non-available
- Indicate scope and responsibility being delegated

When setting a deadline:

- State the deadline factually; do not sound unsure
- Discuss and be open to planning and rearranging schedules
- Genuinely and within reason offer to help
- Clarify to all involved the consequence of a missed deadline

When setting expectations:

- Delivery is important, simple sentences and bullet lists work best
- Targets, deadlines, and check-ins need to be clearly listed and adhered to

When delivering negative information:

- Be straightforward, empathetic, and (where appropriate) apologetic
- Avoid masking what you are trying to say, as the message can be misconstrued
- Don't try and highlight a silver-lining if one does not exist

When offering a solution:

- Keep your focus on the steps for resolution
- Don't get hung-up on the issues or fault finding
- Recount only for the purpose of discovery
- Watch your tone

When running a meeting

- Keep your meetings free of preamble – save time and confusion
- Avoid repetition, and tangents
- Make and circulate an agenda so everyone is in the same Mindspace
- Stay on track

*“A problem well stated is a problem
half solved.”*

John Dewey