

Below is a list of guidelines and general rules of thumb that, although are not mandatory, can increase communication quality in online platforms. They can be followed when presenting or conducting an online meeting with business colleagues, between departments, with a company, and with the general public.

- 1 Effective communication is clear communication, so focus on the main topics and most important details.
- 2 Having written communication with the group prior to a meeting shortens the meeting time and ensures that participants are aware of the topics to be discussed.
- 3 If you appear rushed, others might rush. Take your time and allow others to feel at ease.
- 4 Speaking is great for everyone present, but writing down ideas and topics allows those who are not present to still be included.
- 5 An effective approach to creating set meetings and calendar events is to write down what the meeting is about and allow others to work within their own timeframes to discuss the topics.
- 6 Participants may have plenty to say, but feel as though they have little to do. Scheduling questions can help with sharing, writing, and bettering the overall communication.
- 7 Double check that main points were clearly explained, and check to see if anything was missed. Someone may have expected a topic to be discussed that was inadvertently skipped.
- 8 Forcing a sense of urgency is not respectful communication.
- 9 Allowing the presenter to fully explain his or her topics will help decrease interruptions. Many non-immediate questions are answered if the presenter is given the opportunity to finish.
- 10 Chatting is okay, but writing down your personal inquiries and discussing them at a later time is usually best.
- 11 Meetings are not always necessary. Consider what is best for your particular group.
- 12 Words you mean to say may come across differently to those listening. Remember, everyone has their own ways of expressing and interpreting their thoughts.
- 13 Allow your group members adequate time to respond. Remain calm, even if the matter is urgent.
- 14 Allow time to pass before you discuss the idea that popped into your head. Someone else may have had the same idea, and it will be discussed later by the presenter.
- 15 If you are discussing a difficult topic, end with an open discussion to gauge comprehension.
- 16 Make tasks and main points from a meeting easy for participants to access after the meeting has ended.

For more information, please refer to the following episodes from The Rework Podcast:

<http://rework.fm/remote-work-q-a-1>

<http://rework.fm/remote-work-q-a-2>

Adapted by **Alise W. Condie**, Health & Wellness Intern; **Justin Sacco**, NREMT, Health & Wellness Intern; **Ashley Yaugher**, PhD; **Cris Meier** PhD, MSW, MPH; & **Paul Hill**, MBA, CBA from:

Fried, J. (n.d.). The Basecamp Guide to Internal Communication. Retrieved April 2, 2020, from <http://basecamp.com/guides/how-we-communicate>