

ULABS COMMUNICATION SESSION #1

CHAT TRANSCRIPT

Amir Abolfathi:

How do you make sure that subjects that are not scheduled in a meeting are discussed in today's remote working.

Catherine Soucy:

I don't know how to communicate the information to everybody without being in meetings all the time

Anupama Karwa:

Help me find the right 'words' to be able to connect with my team(s) and express myself better so that they (the teams) could work independently but together with each other

Surya Sarva:

Need to understand and learn communicating with colleagues at different levels. One size does not fit all.

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Ruben Smith:

I want to learn how to extract explicit instruction/communication from colleagues.

Robert Doty:

I would like to improve consistency of enterprise wide communications around new and upcoming initiatives.

Warren Kenner:

With all the various communication styles between people and groups, what is a common way that all team and people can effectively communicate

Shawn Forsythe:

How can I become a more effective agent of change through communication and leadership?

Andrew:

Too many meetings.

From the Warren/Catherine/Robert breakout:

PROBLEM STATEMENT:

How do we effectively communicate so that the message doesn't change as it is being cascaded and maintains consistency?

POTENTIAL SOLUTIONS:

1. Better document discussion, decision and how we are to cascade communication
2. Do we assign note takers for critical meetings?
3. Some don't even try to find the answer, rather they just ask others. Publish these documents in a searchable standard location to allow self service.
4. Documentation isn't just for meetings, it's for objectives, requirements, architecture, status, etc.

From the Warren/Catherine/Robert breakout (continued):

ACTION ITEMS:

1. Which tools will we use for note taking and communicating?
2. List of tools and why you would use the tool.
3. Searchable and cross referenceable notes and documentation
4. Training on how to effectively share communications/document (seems we have access issues). Set standards around HOW to use tools.