

GETTING CLEAR & CLOSING THE LOOP

TEAM CHALLENGE

Department Communication Matrix

_____ department

As a team, create a clear and concrete communication matrix below that you will all agree to follow going forward.

WHO **HOW** 

	Customer	Co-worker	Supervisor	Another Department
Phone				
Text				
Email				
In Person				

WHEN & WHAT

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Department Communication Matrix

department

For "Fires" / Urgent Situations

Complete your Communication Matrix by clarifying below what makes a situation urgent, and how and when you will communicate it out and up.

1 What constitutes an urgent situation?

2 Who do you talk to about it?

Are there multiple people or groups you need to consider and communicate with?

3 When do you tell them?

4 How do you tell them?