

GETTING CLEAR & CLOSING THE LOOP



Step 1 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.

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

WHO
HOW

WHAT & WHEN

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?