

COMMUNICATION TOOLS AND GUIDELINES

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United Way of Salt Lake recognizes the different communication tools available to employees. To maximize efficiency, UWSL has created guidelines of best practices for using these tools.

In Person Communication/Phone Call

Often, verbal is the best and most efficient medium of communication. For complex conversations, it mitigates confusion and miscommunication.

Slack

Slack is an inter-office instant messaging program. Slack should be turned on daily and updated with your current status (online, free to chat, away, do not disturb, etc.), and is best used for quick questions that don't require detailed responses or follow-up actions.

Email

Email is the most common communication tool used in the workplace. Email can be the best form of communication when information needs to be distributed to a large number of people, to send a document or link to a document, if the communication or request requires detailed follow-up, or for general tracking purposes.

Asana

Asana is an online project and task management software. Asana should be used in departmental or cross-departmental projects including multiple participants. Asana eliminates multiple emails by putting conversations and tasks in one place, making everything actionable and transparent. Asana can also be used to manage personal workplace tasks.

Google Drive/P: Drive Server

Google Drive is a cloud-based file access and storage service. The data stored on Google Drive is synced/replicated to UWSL's file server (P: Drive). Google Drive is accessible to UWSL employees using any industry standard web browser wherever there is an internet connection available. The UWSL file server houses all organizational electronic documents and files. All organizational documents should be saved to the server or Google Drive. Documents that require multiple user edits should be converted to Google Docs and shared through Google Drive.

Andar

Andar is a constituent relationship management (CRM) system that stores data about the donors, partners, companies and organizations with whom UWSL interacts. Its primary communication function is to update Convio/Luminate Online with current contact information for various email target groups. Pertinent individual communications with donors, partners, companies and organizations should be entered and recorded into Andar.