

MCC STAFF

INTERNAL COMMUNICATION TOOLS



The Goal:

Streamline work related communication to help create a healthy work-life balance.





**“Unspoken
expectations are
premeditated
resentments.”**

Neil Strauss, Author

OUR MAIN COMMUNICATION TOOLS



EMAIL



CALENDAR



TEXT



SLACK

EMAIL



➤ **THE *FORMAL* TOOL**

Email is the formal way to communicate with our team, church members and the public about anything regarding Maryland Community Church.

Keep in mind, email is *not* the fastest form of communication. Therefore, if you are needing an immediate response, especially during office hours, you may need to include another form of communication (ie. Slack) to help facilitate a quicker response.

EMAIL EXPECTATIONS



If you are working, you are reachable by email - check your messages at least once a day.



Respond to requests within 1-2 business days, even if the answer is “I don’t know” or “I’ll look into it and get back later.”



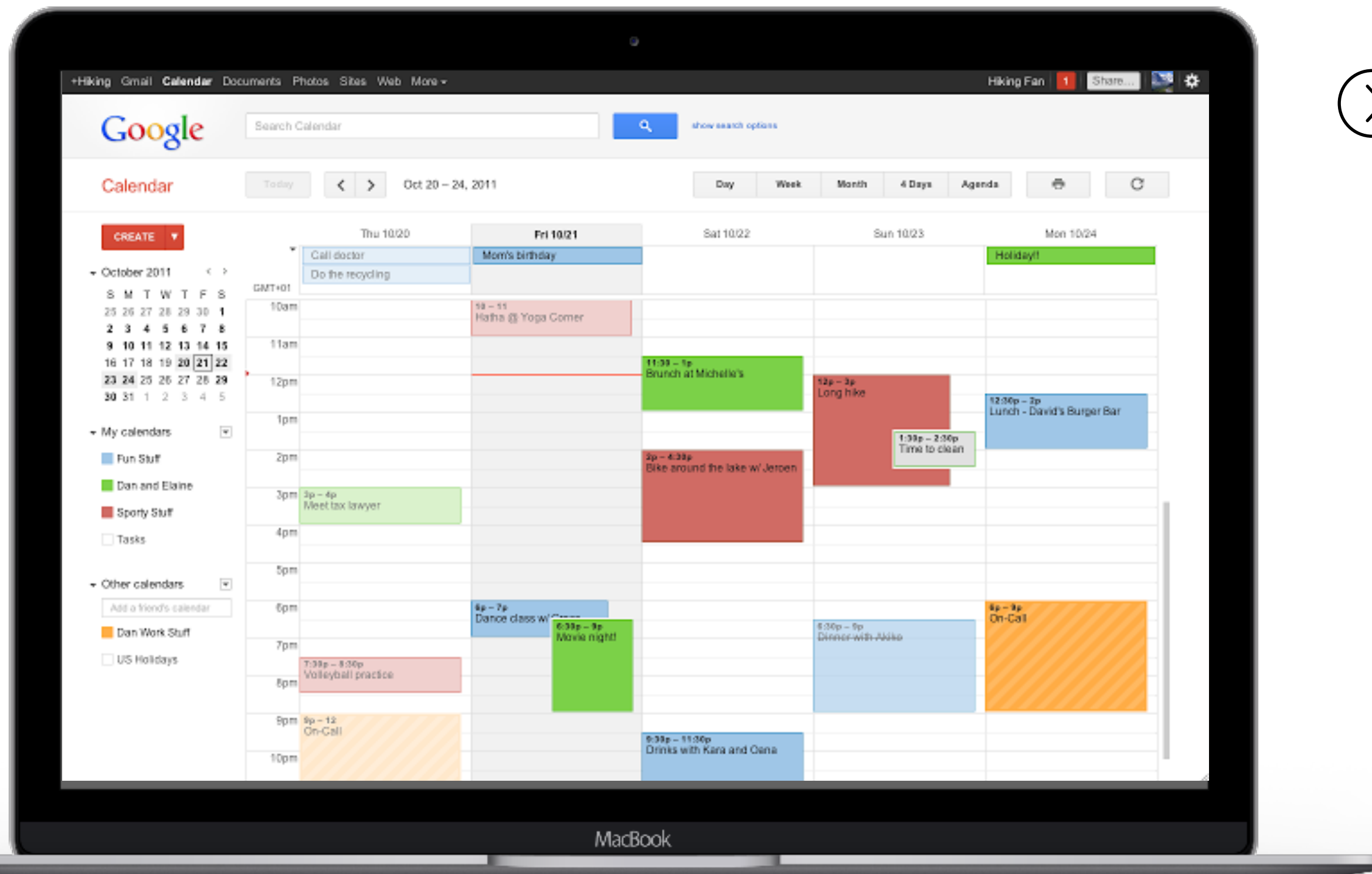
If you don’t know an answer, try to find it and/or connect them with the right person.



If you’re not working, set an out-of-office message to auto reply - we can show you how to do this.



CALENDAR



➤ **OUR *SCHEDULING* TOOL**

This is a great tool for scheduling meetings and helping with time management.

This tool allows us to easily see when someone is “busy” based on their calendar. By keeping our calendars up to date throughout our day/week, it helps us communicate clearly and concisely with each other.

CALENDAR EXPECTATIONS



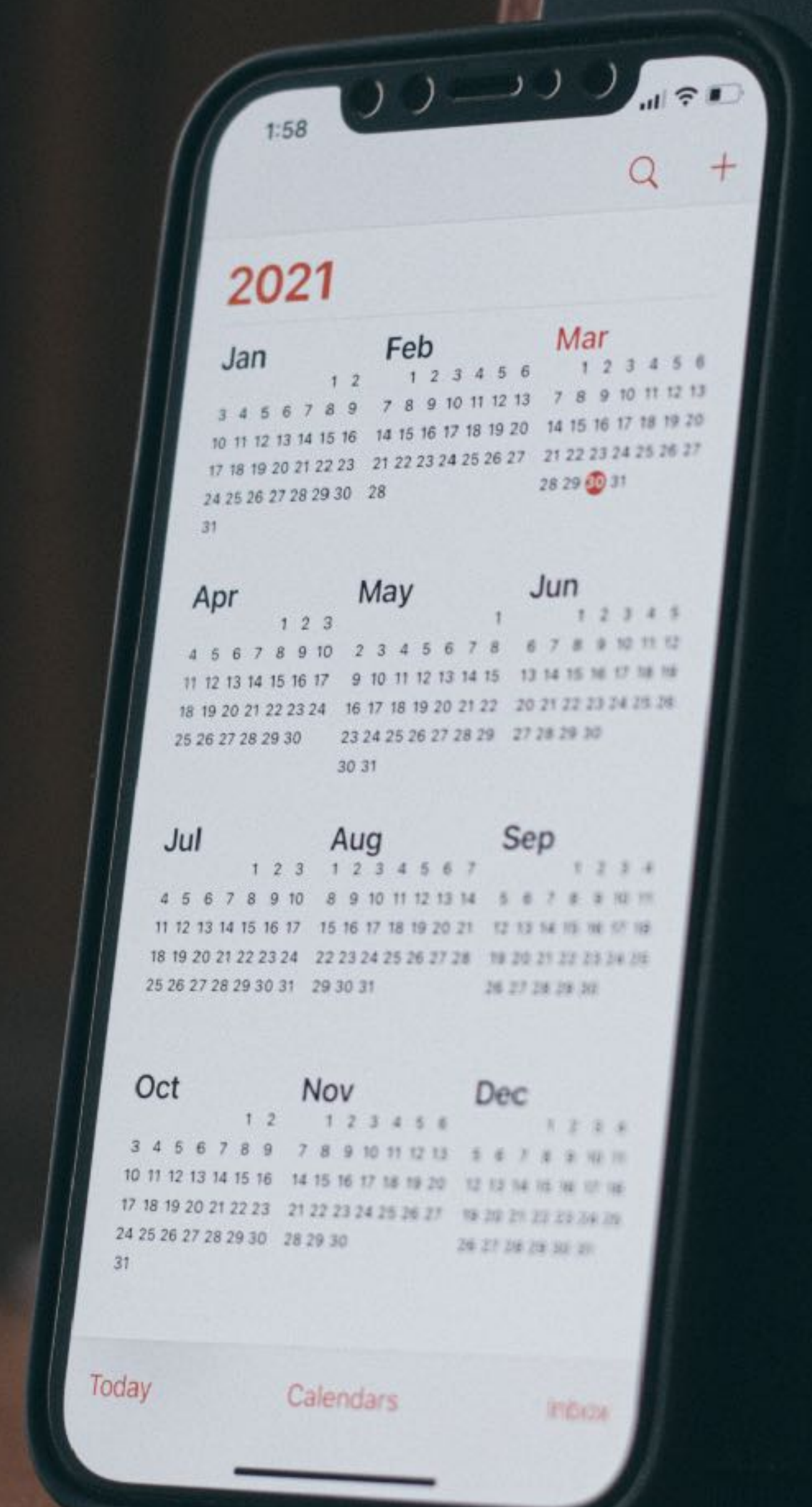
Keep your calendar up to date with when you are not available on a work day.



Check the calendar for the team's availability prior to proposing a meeting.



Respond to meeting requests in a timely manner. (Most calendar invites automatically send to your email.)



TEXTING



➤ **THE *PERSONAL* TOOL**

In order to help build a staff culture with a healthy work/life balance, we are shifting away from using texts as a form of work-related communication.

Instead, use text for personal relationship conversations with staff about family, life, kids, hobbies, etc.

Q. But what if I *need* to send a text?

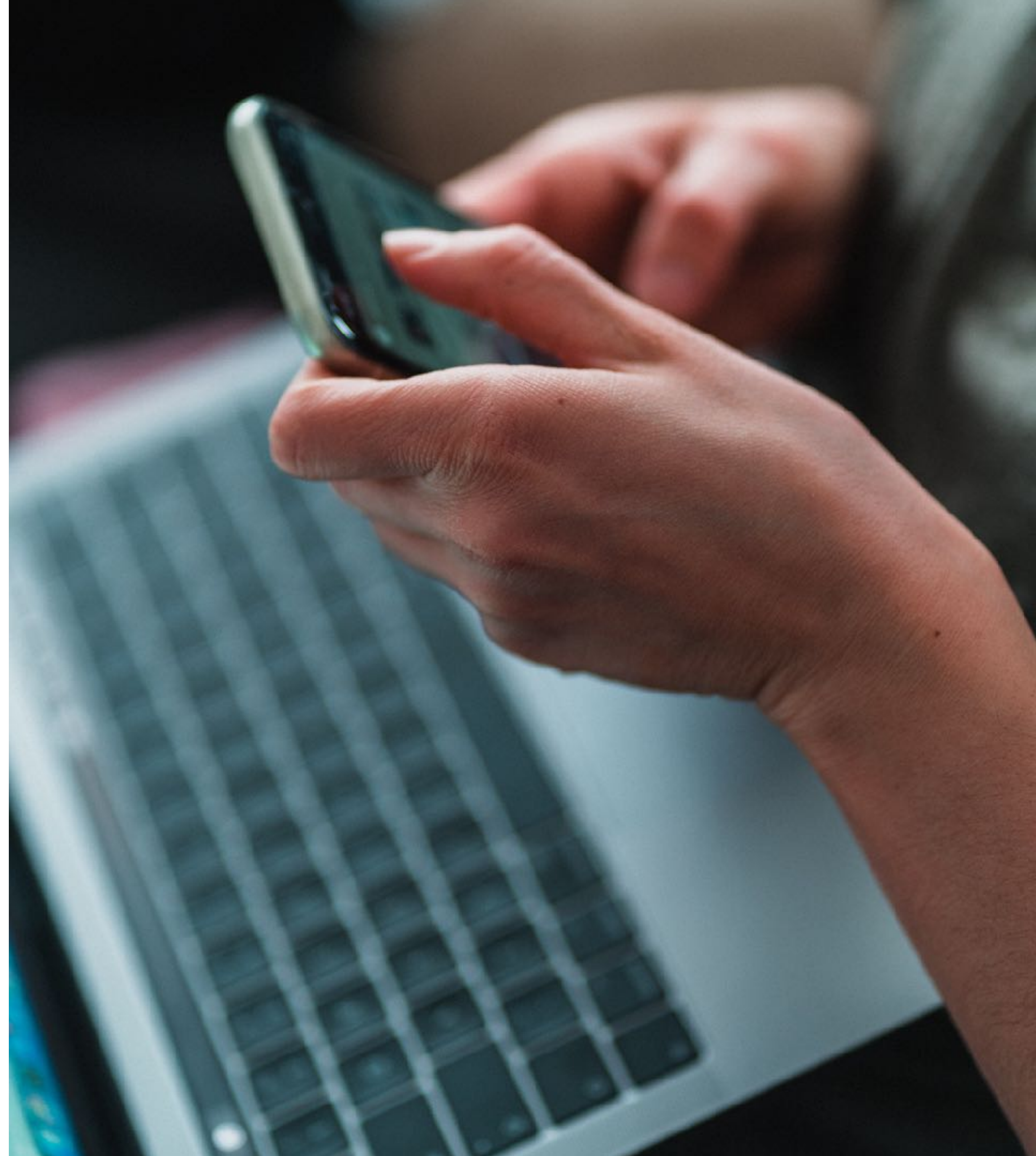
As we shift our approach away from texts being about work, you can always use texts about anything that's urgent.

Also, if you have tried reaching someone multiple times through an email, calendar invite, or slack, and are not getting a response, feel free to send a work text.



Q. What is considered urgent?

- ✓ If an MCC worship service (in-person or online) won't happen if a response isn't immediately received.
- ✓ If the situation is an actual emergency (ie. a serious, unexpected and/or dangerous situation) that requires immediate action.
- ✓ You miss your friend and wanna send them a funny gif or meme to let them know you're thinking of them!



SLACK



➤ THE NEW *QUICKER* TOOL

Think of Slack like a text... but for work related communication on a work related platform.

- If you need a quick response, send a Slack.
- If you want to talk to someone about work things, send a Slack.
- If you need to follow up on an email response, send a Slack.

SLACK EXPECTATIONS

- ✓ Notifications should be turned ON while you're working.
- ✓ If you are working, you are on slack - check your messages throughout the day.
- ✓ As best you can, respond to all messages received by end of day.
- ✓ Respond to messages in staff and dept. channels within 24 hours (1 business day).
- ✓ If you're NOT working, notifications should be turned off - we can show you how to do this!



SLACK CHANNELS



#GENERAL

This channel is for communicating to all MCC staff. It is for all things work related like reminders and other quick notes to staff. Think “formal group text for work.”



#RANDOM

This channel is for communicating all things “random” (ie. Shout outs, fun memes, field trips, hangouts, yard sale announcements, etc.)



#PRAYER-REQUESTS

Need prayer? Know someone who needs prayer? Post it on this channel so we can all stand in prayer together.



**“Effective
teamwork begins
and ends with
communication.”**

Coach Krzyzewski, Duke University Basketball