

Collaboration and Communication Guidelines Template

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Use this template to help you create a communication and collaboration guidelines book for company-wide use. Remember to also review these guidelines regularly and provide space for employees to offer suggestions and feedback on the guidelines. Provide training on the communication discussed in the guidelines where appropriate.

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1. Introduction

- Summarize the purpose of the guidelines.
- Outline the scope and applicability of the guidelines.
- Discuss how these guidelines are important for company values.

2. Communication Guidelines

- Outline official communication channels, including meetings, phone, email, messaging, and various work management platforms.
 - Provide guidelines for writing professional emails, such as tips for subject lines, content, greetings, CC or BCC usage, and appropriate response times. Include templates for specific types of emails, such as client proposals and project updates.
 - Establish meeting guidelines, covering meeting and video etiquette, the scheduling process, action items, and expectations for follow-up.
- Outline unofficial communication channels and their appropriate uses.
 - Include rules for public communication, such as on social media platforms.
- Detail different types of communication for various scenarios, such as within teams, across teams, externally with stakeholders, or during emergencies.
- Specify the types of language and tone that are acceptable and unacceptable in communication.
- Review privacy and confidentiality concerns.
- Establish rules for providing feedback and constructive criticism in a respectful and productive manner.

3. Collaboration Guidelines

- Outline the different collaboration tools and document sharing software your teams use and explain how to use each.
- Outline best practices for:
 - Cross-functional collaboration (real-time and asynchronous)
 - Tracking and reporting progress
 - Setting expectations and deadlines
 - Conflict resolution
 - Remote and hybrid team collaboration
- Review the importance of inclusivity in collaboration and share the company's commitment to inclusivity.

4. Security and Confidentiality

- Give an overview of the security measures in place for communication channels.
- Explain how every team member should handle sensitive information to maintain confidentiality.
- Outline the steps to take in the event of a security breach.
- Review privacy and compliance rules to ensure all team members are informed and compliant.

5. Roles and Responsibilities

- Outline the responsibilities of project managers in ensuring effective communication and collaboration.
- Describe the escalation paths for resolving issues or addressing concerns.

Collaboration and Communication Guidelines

1. Introduction



2. Communication Guidelines

3. Collaboration Guidelines

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4. Security and Confidentiality



5. Roles and Responsibilities

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