

BEST PRACTICES – COMMUNICATIONS

To maximize effective communications 1) Start early! Give timelines for sending and receiving communication responses and adequate time for responses. 2) Be specific! Provide specific requests and detailed explanations of what information is being given and what information is needed in return. 3) Be brief! Provide concise requests and responses for information

Ask questions about who needed to be involved from the SFA; who would benefit most from meeting; who could provide best input. The most important step was finding the right person to contact at each SFA.

When a particular form of communication has been ineffectual, find another form that is more effective for the person with whom you are attempting to communicate. If email communication is not being replied to, a phone call or personal visit may be more effective. Once initial contact is made, and a relationship is established, response to varied forms of communication may be more effectual. Additionally, once a relationship has been established, you will be able to determine which forms of communication are actually preferred (ex. “I never answer voicemail” so don’t leave messages; “I don’t answer email” so don’t assume you are communicating; “don’t call...email me!” because they can’t take time to answer phone calls at random times, but can address email on their own time-frame) Never assume that because you have sent an email or left a voicemail that the person has actually seen or heard it!

Follow-up initial communications with a second contact; if you have had contact in person, or by phone, follow-up with an email; if you have emailed, follow-up with a phone call or stop by (and have pie)!

Arrange in-person mini trainings and meetings.

These contacts formed connections between SFAs, and between SFAs and ACSN; provides SFA to CDE OSN connection.

Encourages SFAs to take advantage of trainings, technical assistance and resources from CDE OSN.