



Quickly boost your async communication skills



The rise of remote working has made asynchronous comms **more important than ever.**

Here are some simple tips to help you to communicate more effectively and **get ahead...**

01 Be Mindful

Distributed teams are driven by shared goals. However, individuals often have **diverse cultural and professional backgrounds.**

The foundation of a communicative relationship is empathy. Individuals must make a **conscious effort** to better-understand their teammates' ideals.

02 Use Holding Messages

When receiving messages or emails, it is easy to assume that you can **only reply with a complete response.**

The opposite is true. A quick holding message is a great way to acknowledge the communication and begin to set expectations/timelines on a fuller response.

03 Structure Content

It is tempting to communicate in a creative style. **Instead, be practical:** use headings and formatting to make your message easy to consume.

Rather than using traditional bullet points, **number or ID your points.** These have a natural sequence and can be easily referenced later.

04 Provide Visuals

It is **typical to overlook visuals**, especially when utilising text-based methods such as email and messaging.

A common pitfall is to think that visuals always need to be polished. On the contrary, a **quick and simple** sketch or a 60 second screen recording can make all the difference.

05 Document Team Norms

Communication guidelines should be **documented and shared**. These should define: channels, responsiveness, style, expectations, feedback loops and more.

Team guidelines can be supported by the ***Working With Me**** exercise, which provides a personal spin.

* For more information, see [Making Monzo on Twitter](#)



06 Learn and Iterate

Effective communication is a continuous exercise that requires **ongoing iteration and refinement**.

Holding **retrospective sessions** and **performing 360 reviews** are two great ways to analyse the overall quality of team and individual communication.



Key Takeaways

1. Be mindful of the cultures of others.
2. Use holding messages where appropriate.
3. Be practical and use formatting.
4. Provide visuals where suitable.
5. Set engagement norms in your team.
6. Proactively feedback, learn and iterate.



Thank you for reading



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