

Think Productive Comms Manifesto

What to use when at Think Productive:

Phone:

- ✓ Anything you need an answer/response to immediately

Email (24-48 hour response time):

- ✓ Client communications
- ✓ Important internal announcements (or link to the announcement on Slack)
- ✓ Confidential communications

Slack (No expectations around engagement or check in for Ninjas, 1 week response time for Licensees):

- ✓ Watercooler and informal chatter
- ✓ Instant messaging (non-urgent)
- ✓ Internal announcements and Status Updates
- ✓ Team collaboration/idea bouncing/knowledge sharing

Whatsapp (Use sparingly if it's okay with the recipient), we find it useful for:

- ✓ Sending detailed voice notes (which saves time typing, and can be listened back to)
- ✓ Urgent messages, when you need to know if somebody is online
- ✓ For contacting remote workers/overseas staff

This is a real life Think Productive Manifesto, but we're happy for you to share it with anyone you like!

www.thinkproductive.com