

## Annex II. - The most frequently used forms of communication during the COVID-19 pandemic

Category	What/Why	Frequency	Tool
<b>Work organisation</b>			
“All-hands” or “Huddle” meetings	To disseminate key company information and updates throughout your organization, thus ensuring everyone is in sync	Weekly or Monthly	Video conferencing tool
Group launch or relaunch meetings	To set expectations, create guiding norms, discuss practicalities and generate enthusiasm	At the start of group telecommuting, repeated monthly	Video conferencing tool
Regular check-ins	To prevent miscommunication, engage and motivate your team, and get feedback on your tele-management skills; forms: Individual conversations or team meetings	Daily or weekly, planned, depending on the project	Video conferencing tool, phone, messaging apps
<b>Performance management</b>			
Coaching conversations	To talk about worker growth and change opportunities, setting action points	Monthly	Video conferencing tool
Progress review with individuals and teams	To track Work Plan, identify concerns, discuss progress, align on objectives	Every 2 weeks	Video conferencing tool
<b>Trust building</b>			
Informal, social gatherings	To make workers bond, to help remote workers stay connected and engaged	Weekly	Video conferencing tool
<b>Wellbeing</b>			
Quick connect	To check-in on mental and physical health of workers	Daily, Every second day	Phone, Messaging app
<b>Problem-solving</b>			
Q&A session with management	To avoid rumours and answer to concerns and anxiety; To set the narrative straight for your team and to get a feel of the team's sentiments	Weekly or Monthly	Video conferencing tool
Activating culture champions	To reach out to staff and reinvigorate about values and mission	Weekly or Monthly	Video conferencing tool