

Inventium's Team Communications Guide



What are our key communication values?

- Assume positive intent
- Respond to or acknowledge 1-on-1 communication within 24hours
- Aim for transparency and openness - think twice before creating something that is private as we do not need silos for the sake of silos



What do we use synchronous communication for?

- Deep work conversations and problem solving after we have shifted individually.
- Collaborative decision-making after we have shifted individually.
- Important company changes/announcements.
- Team bonding.
- Self-reflection/performance/OKRA discussions.
- Coaching conversations.
- Personal/tougher conversations and feedback.



What do we use asynchronous communication for?

- Information sharing
- Individual shifting work for problem solving
- Collaborative problem solving and work that doesn't require a live discussion
- Planning
- Posing questions that require a non-urgent response, that require thought, research or link document sharing etc.
- Confirming points from synchronous communication



As a team, do we default to asynchronous or synchronous communication?

Asynchronous. Why? Because we want to:

- optimise our time and minimise unnecessary distractions
- generate our own unique thoughts first before being influenced by others
- encourage everyone to try solving their own challenges first
- give people the time to think something through before having to jump to a solution



What does 'urgent' actually mean?

- Need a response before COB to meet a 'real' deadline (e.g. there is a client delivery the next day) or BD-related lead that needs a response by COB.
- Urgent is NOT you just wanting to get your job done quicker or for an artificially imposed deadline
- Note: Try to be organised to avoid urgent internal deadlines and putting other people under stress.
- If something is urgent, call or text.





Team Communications Guide

(Ctd)



Which communication channels do we use for what types of communication?

- Asynchronous deeper/written collaboration = Google Docs and Google Sheets, Email
- Asynchronous quick chat = Google Chat or SMS
- Quick synchronous communication = phone
- Longer synchronous communication = Zoom (if slide sharing) or Hangouts (if just talking)



What communication needs to happen daily/weekly/monthly and what is the best channel for it to happen in?

- 1-on-1s with your Architect – fortnightly or weekly (personal preference)
- Team Meeting and BD WIP – weekly
- Inventi Workload Wizardry / NPD and PD meetings – monthly
- Leadership team – fortnightly



How will we ensure our synchronous discussions reflect equal contributions?

- PAO (Purpose, Agenda, Outcomes) or pre-read for meetings so people can prepare in advance
- Shifting – get people to think solo first and then hear from everyone



What are our planned rituals around in-person connection? (Remote/Hybrid teams)

- 4 x face-to-face team days per year (including a 2-day offsite in February)



Based on team members' chronotypes, when should we be doing synchronous vs asynchronous communication?

- Deep work = 9am-12noon
- Shallow work = 12noon-3pm
- Rebound / deep work / creative work (if needed) = 3-5pm

