

Staff Communication Guidelines

Emergencies

Phone Call

Teams Call

In Person

WhatsApp

Depending on group, e.g.
SLT/SMT/Boarding

Urgent Actions

Due within 24 Hours?

Email – URGENT

Actions

Email – ACTION

Staff Info & Notices

Email – INFO
For limited audiences

Daily Bulletin
For All Staff

Conversations & Discussions

Avoid email chains, book a meeting if possible.

Phone Call

Teams Chat or Call
Only if person prefers

In Person

- **In Person/Phone Call** – be aware of the interruption to the person, respect their time and the disruption this can cause
- **Email – INFO/ACTION/URGENT** – Allows staff to respond when it suits them best to manage their time
- A Teams video call un-announced has the same urgency as a phone call or in person interruption so should be used sparingly
- Daily bulletin should be information only, actions should be via email