

Guidelines for internal communication

Given that we are remote working and communicating primarily over text (WhatsApp and Slack), let's make it easier on all of us.

1. Provide as much context as you can

Instead of	Try this
Texting only someone's name. (Eg, Mallika...)	Include what you are texting them about. (Eg, Mallika, I was wondering about xyz)
Can we chat tomorrow?	Can we chat tomorrow? It's about xyz
Who worked on today's article?	I had a question about today's article's (<i>title/author/content</i>), who can I talk to about it?

2. Be upfront about timelines

- Sending something heavy? Tell the person that it's okay to reply by tomorrow/at your next check-in, etc.
- Whenever a delayed reply is okay, let the person know (Eg, "Sending you something now, look at it whenever you get a chance today/tomorrow").
- Since we aren't sharing work-related things via text (WhatsApp/Slack) between 8 PM – 8 AM, if someone texts you at night, assume it's for the next day (unless otherwise specified).

3. Respond, even if it's to say, "I'll respond later"

- Particularly when there's a lot of work at a particular time, people may not be able to give attention to a message from a colleague for a task that is low-priority. But rather than ignoring it until you have more time, it could be helpful to let the other person know when you might be able to get to it.