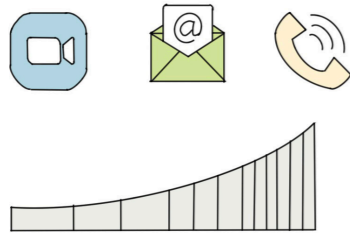# Protocols to Support Flex
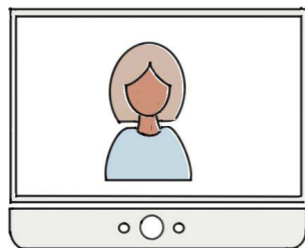
Communication hierarchy
Establish a communication hierarchy.
For example, If it's urgent, pick up the phone or text. Use Teams or Zoom as the primary method to communicate internally, and emails for external or more complex communication.

Mixed mode meetings
If one person is remote, make sure everyone uses video confence to meet. If you have one, bring your laptop (silent and mute) to the physical meeting and join the VC to improve face-to-face communication. Use the hand up tool before jumping in to speak.

Track tasks
Have a shared central place to track tasks and ensure they get picked up by your team. Mention people in threads and at least give a thumbs up when you receive a message that you will action.

Keep company
Trial working with video conferencing on in the background so you can have casual conversations with colleagues even when you are not on the same project.

Keep connected
Give at least one weekly all staff video confence update from your leadership group on news, projects and other relevant matters.

Use the whiteboard
Use virtual whiteboarding tools like Miro or Microsoft Whiteboard to improve online collaboration.

Keep social
Host a weekly informal interactive social event – for example, virtual drawing, origami, print making.

Join the club
Encourage a range of scheduled online wellbeing events – for example, yoga, pilates etc.
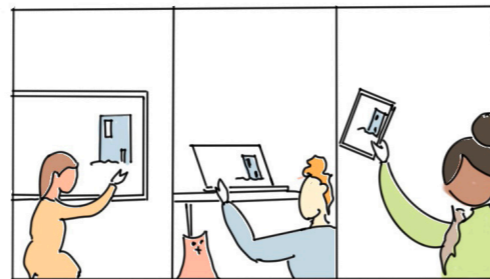

Show your face
Have your camera turned on to improve communication. Make impromptu calls and drop by. Everyone needs a webcam both in the office and at home. Make sure you use headphones when video conferencing in the office to avoid disturbing members of your team.
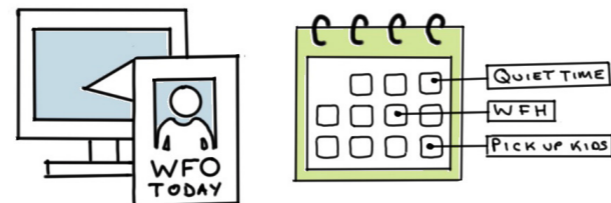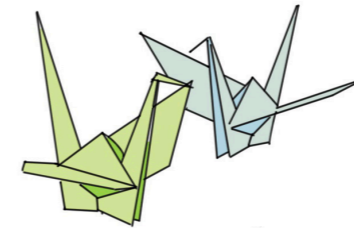

Where are you?
Have a shared platform providing a summary of everyone's part-time arrangements (intranet, weekly updates or similar). Also indicate in a more detailed shared diary: your working times, your working location. Schedule quiet time in your diary if you need uninterrupted time. Get in the habit of checking people's diary before you arrange a meeting or call.
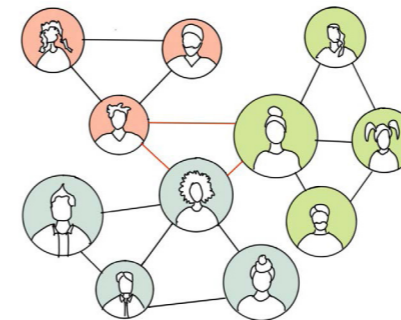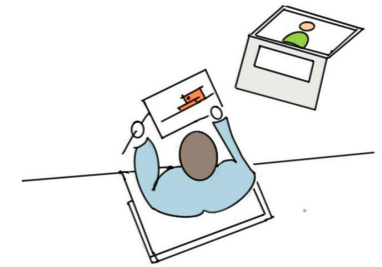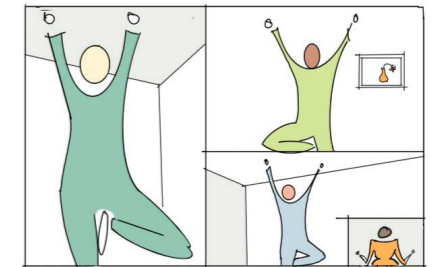

Small group communication is best
Establish an organisational diagram based on networks of small clusters that suit your company structure and project team. Establish a frequency for catch ups that keeps regular face time but leaves enough time to work independently. For example, one daily 15-minute catch up with your project team, one weekly 1hr catch up with your wider managerial group.
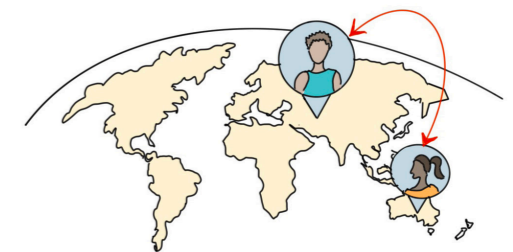

Professional development
There are no geographic boundaries! Take advantage of virtual connections. Establish training and mentoring programs that can occur regardless of physical location, for example one-on-one mentoring, skills and professional development group sessions, CPD sessions, buddy systems. Invite your junior team to listen in to meetings where possible.