

Digital Peace

COMMUNICATION MATRIX

When there are no **clear agreements** on how to use the many different communication channels we have today, it can have a negative impact on our focus and mental wellbeing. That's why it is important to reflect on how we can improve our digital peace by listing **WHICH** different communication channels we use today and make better agreements about **HOW** we use them.

WHICH COMMUNICATION CHANNELS ARE YOU USING (AS A TEAM)?

Together with your team, make a list of all the communication channels you use.

E-mail

Teams Channels

Sharepoint

Whats app

Telephone

HOW ARE YOU USING THE COMMUNICATION CHANNELS (AS A TEAM)?

Discuss with your team(s) which type of communication is (not) **urgent** / (not) **important**.

Something that is urgent is not necessarily important and vice versa. As a team, therefore, ask yourself the following questions, among others:

- Which communication channels get priority?
- When do we expect answers from each other?
- What does it mean when we are in CC?
- ...

Use the communication matrix on the next page to write down how you will use the available communication channels. After a while, you can **evaluate** and fine-tune the agreements.

WHAT AGREEMENTS DO YOU WANT TO
MAKE WITH YOUR TEAM?

COMMUNICATION *Matrix*

ELIMINATE TECHNOSTRESS

