Global Teams

Communication – Building the invisible bridge

Communication modes

Communication challenges

- Ambiguous emails
- Inappropriate tone
- Not sensing implicit messages
- Ineffective verbal expression

Usual Recourse – External Professional Training

External Professional Training Lack

Specific Relevance

Sustained Monitoring

Bridging the gap between

Training need vs. Imparted training

Our Experiment – Internal Workshops

<table>
<thead>
<tr>
<th>Topics</th>
<th>2 Days Workshop</th>
<th>Offline</th>
<th>Takeaway</th>
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</thead>
</table>
| Email Communication   | 1. Email Writing
2. Email Interpretation | 1. Email writing exercises
1. Model emails
2. Email Checklist |                                           |
| Verbal Communication  | 1. TC Etiquette
2. Mock TC recordings | 1. Preparation of TC situations
1. Model TC recordings
2. TC Checklist |                                           |

Positive Results – Average 0.5 Shift up

Email Communication - Trend in change from baseline

Baseline
Post-Baseline

Workshop Highlights

- Focused – Work scenarios
- Individual attention
- Maximizing interaction
- Continued guidance
- Specific reference material

Improved Communication => Improved productivity

An experiment worth trying

Challenges

- Substantial trainer time
- Many iterations of small batches
- Recording workshops not helpful