

## PICK UP THE PHONE – BUT, THEN..

Chatting and other digital forms of communication are great, but sometimes the simplest thing to do is pick up the phone and "talk it out". You and someone you work with start discussing something in the channel that you and your colleagues primarily use, but after a while, it becomes too complicated and you realize it's getting difficult to explain. Instead, you call each other so you can talk directly.



## MORE DIRECT COMMUNICATION

It turns out to be the right decision, because in just a few minutes, you've sorted everything out, come to a clear understanding, decided how to move forward, and settled the matter. You hang up and go back to your diligent work as usual.

But at a meeting a few days later, it becomes clear that your conclusion went unnoticed by all your other colleagues, as they are not on the same page at all. I believe it! They weren't part of your phone call.

## DOCUMENTATION AMONG OTHERS

If you have a regular channel where everything happens and it functions as a documentation of what you do, also document essential matters discussed in other forums (such as phone calls, physical meetings without minutes, and informal "coffee machine" conversations) in the regular channel.

My good friend Tom Airaksinen (who brought this phenomenon to my attention) told me that after such "pick up the phone" calls, he usually writes a summary in the regular channel, something like "For those who weren't part of our conversation; this is what we concluded:".

If it's not a chat channel that serves as the documentation base, perhaps you have another document within the work group where everything important is noted, like a logbook?

## DO THIS

Do you recognize the situation I've described here? Maybe you've also experienced something like this causing trouble for you? Then think about where the best place would be to note the important things from a crucial conversation in your collaboration forum.



TIPS ON STRUCTURE FROM DAVID STIERNHOLM



At the next suitable meeting, suggest to those you work with that you document the essential things more than before so that anyone can easily check what has been said and what applies when the need arises.

## FEWER MISUNDERSTANDINGS

If you document oral agreements and outcomes of conversations where all digital communication is already documented, all participants will have an easier time keeping up with what applies and what has happened. There will be fewer misunderstandings than usual, which will save you time and money, not to mention frustration.

## WHAT DO YOU DO?

Have you solved this problem differently? Please write to me at [david@stiernholm.com](mailto:david@stiernholm.com) and tell me. As you can tell, I collect tips like this, and I want yours, too.

Thank you for today, and see you again next week.



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