Communication Methods

Three purposes of communication

1. **Inform:** email shines because the communication is documented. But any means of communication can be fine for informing
2. **Giving feedback:** in person is best so that one can read cues like body language and tone of voice
3. **Influence:** most forms of communication can work, and the best choice very much depends on the person you are influencing

	Inform	Feedback	Influence
Text message	✓		
E-mail	✓		(partial)
Face-to-face	(partial)	✓	✓
Social media	✓		(partial)
Phone	(partial)		✓
Video	✓		✓
Presentation	✓		✓

Principles of sending an email:

- Use emails for information without emotional content.
- Know your intention and audience - be explicit about intentions and reasoning
- Manage length of email: one screen worth of material is already too long
- Take it step by step - ask, don't assume
- Ask for reactions
- Stop emailing if things escalate, and switch to another form of communication