

# Internal Messaging and Conscious Communication Policy

Promoting Clarity, Respect, and Collaboration in Communication

## Purpose

This policy sets clear guidelines for internal messaging and conscious communication within Newport Boat Club Limited. It aims to encourage an environment of respect, inclusivity, and efficiency while promoting mindful interactions among team members.

## Guidelines for Internal Messaging

- **Clarity and Precision:** Messages should be clear, concise, and free from unnecessary jargon. Use subject lines or headings to highlight the purpose of your communication.
- **Appropriate Channels:** Use the designated communication tools (e.g., email, chat, phone call) for work-related discussions. Avoid using informal platforms for official content.
- **Timing of Messages:** Be mindful of colleagues' work hours, and personal lives. Avoid sending non-urgent messages outside regular working hours unless critical. If your work hours do not align with your intended recipients, then consider the method of communication used (e.g. an email may be more appropriate than a WhatsApp message outside of their working hours).
- **Transparency:** Share relevant information with the appropriate people and avoid unnecessary exclusion from key conversations.

## Conscious Communication Practices

Before sending any internal message, everyone is encouraged to perform a "conscious communication check" by briefly considering the following:

- **Is it clear?** Would someone unfamiliar with the context understand this message easily?
- **Is it concise?** Can I convey the same information with fewer words?
- **Is it constructive?** Does it contribute positively to the discussion or task at hand?
- **Is it correct?** Have I checked for any factual errors or typos?
- **Is it kind?** Does the tone convey respect and consideration for the recipient(s)?
- **Is it necessary?** Is this message truly needed, or could a different approach be more effective?
- **Is it timely?** Am I sending this at an appropriate time for the recipient(s)?

## 4. Expectations and Best Practices:

- **Assume Positive Intent:** When receiving messages, try to assume positive intent from the sender. If unsure, seek clarification rather than making assumptions.

- **Read Before Responding:** Take a moment to fully read and understand a message before formulating your response.
- **Avoid "Reply All" Unnecessarily:** Only use "reply all" when the information is relevant to everyone on the original thread.
- **Address Issues Directly:** If a conflict or misunderstanding arises, it's often more effective to address it directly and privately, rather than escalating in public internal channels.
- **Provide Context:** When joining an ongoing conversation, provide sufficient context to avoid repetitive questions.

## **Accountability**

All employees, staff, volunteers and directors are expected to adhere to this policy.

## **Review and Feedback**

This policy will be reviewed annually to ensure its relevance and effectiveness. Employees, staff, volunteers and directors are encouraged to provide feedback to improve communication practices within the organisation.

By adhering to these principles, we can create a collaborative and supportive workplace where communication enhances productivity and strengthens relationships.