



C-STORE
WOMEN

Workplace Communication

What Does Good Communication Look Like?

Power Team #6- Effective Communication

Meet the Team



Alexis Wood
Johnny's Markets



Katie Adams
RaceTrac Inc



Kavitha Harrington
Ruiz Foods



Lindsay Ziegler
The Coca-Cola Company



How can we make communication...



Efficient



Effective



Email What Makes it Painful?

Too Many
Emails

Difficult to
find the
Action and
if I have
action

Subject
lines are not
descriptive
&
Sometimes
incorrect

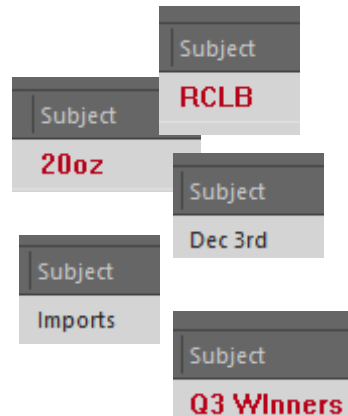
Unread: 193

Items: 1,262

WORD WALLS

TOO MANY WORDS

WHERE'S THE
LINK???



Email

Let's Practice!

Subject: Follow-Ups

Hi Team,

I hope everyone is doing well. I just wanted to quickly follow up on a few things that we need to wrap up soon. The deck still needs to be updated with the latest information, so if someone hasn't started that yet, please go ahead and take care of it. Let me know once that's done. Also, I'm not sure if everyone has seen the dinner invitation I sent out earlier, but I really need to know who's coming so I can finalize plans. Lastly, the Excel spreadsheet I still haven't received the updated version. Could someone send that over when they have a moment? Just trying to make sure everything stays on track. Let me know if you need anything or have any questions. Thanks in advance.

Best,
Nancy

Email

Let's Practice!

Subject: ACTION by Friday: Preparation for Vendor Summit

Hi Team,

As we prepare for next week's summit, will you please complete the following tasks.

ACTION by Friday:

1. All - Update Deck Content: [LINK](#)
2. All - RSVP to dinner on Tuesday at 6pm (Invite on calendar)
3. @Jenny – please send me a link to the final version of our excel sheet.

Looking forward to a great meeting! Let me know if you need anything or have any questions.

Thank you,
Nancy

Suggested Email Protocol

SUBJECT LINES

Use Words like: ACTION, INFORM, INPUT NEEDED, REQUEST as the first word

Be DESCRIPTIVE and pithy

It's OKAY to change subject line when forwarding or replying to better describe its purpose.

USE CC Line

CC Line can designate people who should be **INFORMED** of this. To Line should be reserved for recipients or people with Action

Hint: You can color code your inbox to have any email where you are the only one in the to: line to come in Red

VISUAL AND QUICK READ

Action should be first or EASY to spot

Provide a Timeline/due date

Add any Pertinent **Links**

Make it Visual – Use Headers & • Bullet Points, **BOLD**, **Highlights** and **Font Color**

Be Brief

Thumbs Up...

Have you heard this or are you guilty of it?

I sent you my slides yesterday. Did you not get them?

Oh. It's Saved on my Desktop.

That's not the latest version of the deck. We are in version....

It's the file dated yesterday's date

Microsoft Teams

Posts

- Celebrate (Milestones, Promotions, Birthdays)

Chat Feature

- Meetings
- Instant Message

Collaboration

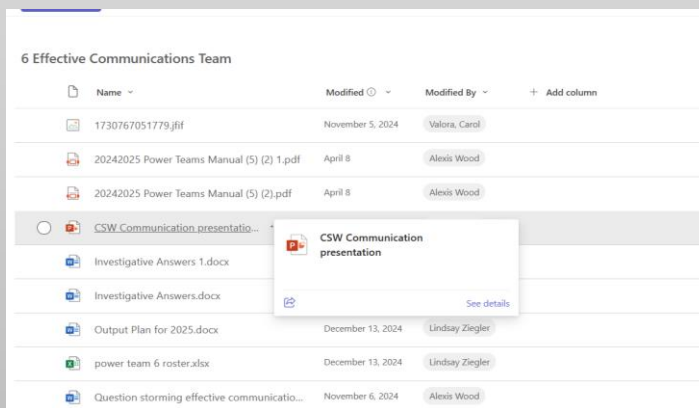
- Create To Do Tasks
- Collaborating on Content

Efficiently Collaborate on Content

One Master Deck

Work on Content Directly in the Master

- ✓ Easily Found
- ✓ Accountability on Content
- ✓ Access for all
- ✓ No confusion on status
- ✓ Real Time Changes
- ✓ Allows for Communication within the deck....

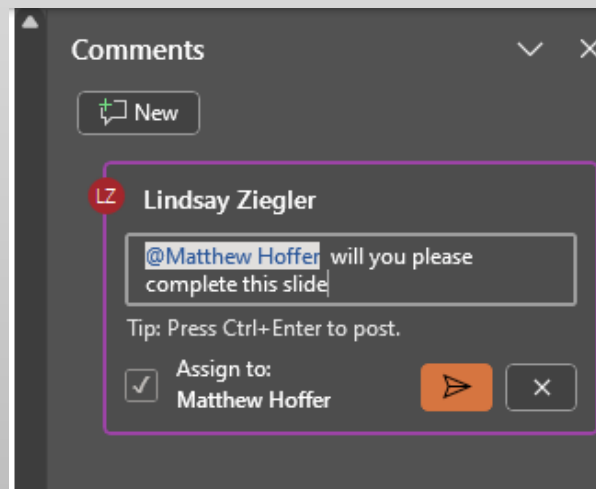


6 Effective Communications Team				
	Name	Modified	Modified By	
	1730767051779.jpg	November 5, 2024	Valora, Carol	
	20242025 Power Teams Manual (5) (2) 1.pdf	April 8	Alexis Wood	
	20242025 Power Teams Manual (5) (2).pdf	April 8	Alexis Wood	
	CSW Communication presentation...			CSW Communication presentation
	Investigative Answers 1.docx			
	Investigative Answers.docx			
	Output Plan for 2025.docx	December 13, 2024	Lindsay Ziegler	
	power team 6 roster.xlsx	December 13, 2024	Lindsay Ziegler	
	Question storming effective communication...	November 6, 2024	Alexis Wood	

@Mentions and Tasks

Options to send an email with a link to a collaborator directly in the deck or document.
(@mention)

Or even create a "To Do" task for them (which also sends an email)



Use Working Sessions

During Meetings,
Edit the Deck In Real Time

- ✓ Engagement from whole team- this was beneficial to our Power team
- ✓ Multiple Editors at Once
- ✓ GET IT DONE!



Generated by AI

Microsoft Teams Best Practices

SAVE ALL FILES

All work for the account should be saved within the team and NOT on individuals' One Drives. This allows for people to be able to have easy access to your work. Your work will not benefit the team if people cannot see it.

ORGANIZE

Channels can be broader topics (i.e. customer meetings, bottler meetings, planning) and folders can be used for further organization within the topics. We also recommend making an ARCHIVE folder to hold any older files that are not current.

SYNC TO EXPLORER

All your Team's folders can show up in your File Explorer Hierarchy and can be accessed directly through there.

ONE MASTER FILE

YES! **This means no versions of PowerPoint/Spreadsheets** or dated files so everyone knows which file has the latest information and EDIT it online (not downloaded separately).

EDIT FILES REAL TIME

Version control can be an issue and sending emails with slides is not efficient. Multiple people can be in a file at once and editing it.

USE COMMENTS AND @MENTIONS

You can make a comment in a PPT and @mention someone or even assign them a task. It will email the person with your note and there will be a link for them to open the file directly from there.

Level Up your Experience & Organization with Planner

Effective Communication Conclusion

Call to action

Two things you can take back from this

Power Team experience

Built great relationships