

What strategies and tools do you use to communicate with your team or the client when working on an ID project?

With communication channels as they've changed over time, we have so many channels available to us, right. We have so many ways we can communicate with each other. And really, there's no excuse not to, and to have rich communication with each other. We like to deliberately, you know, you can have a Facebook group, or you know, a Twitter account moving, or whatever, or just go around with text. But we should be constantly in touch with each other during the operation of a project. There are things that you want to protect everybody from. A lot of times people just don't need to know everything that's going on, every little detail that's going on in every team because it just eats up time and eats up bandwidth, right? People don't have all the room necessary to just process. That's why we have teams. So, teams can specialize on one part of a project. So (I needed to) be careful to share what people are doing. Making sure that they know what each other are doing, but don't drag it out. And sometimes you will have team members who get so eaten up with what they're doing. (They're) so encouraged and so happy about what they're doing, that they want to tell you every little thing that's in it. I've actually sat down with team members privately and said, "We need to tone that back, or we need to dial that back just a little bit. People don't need to know all that detail. It is taking too much team time or too much project time to do that. Let's just focus on the highlights." Or if there's somebody who's having a particular problem, and somebody is disappearing from site for a while? Well, I'll notice that as a project manager, or I better. Well obviously, I'm not going to call them out in a group critique about that. I'll contact them privately about that and say, "What's going on? We haven't seen you online, are you working in some way or in somewhere that I can't see? Is there some support you need? Is everything going alright?" You know, just checking in with people, and being aware of that just like any teacher does in any classroom, but any project manager would do, whether it's in a corporate setting, or government setting, or in an academic setting.