

Progress Inc. Communication Protocol

The following communication protocol applies to all staff.



Text messages:

- Text messages are the most efficient form of communication for quick information and questions. We expect management staff to read and respond to text messages in a reasonable time period. This would generally not be longer than 4 hours.

Voice messages:

- Voice messages have almost become a thing of the past. Please do not leave someone a voice mail as the only method of communication. If you need to leave a lot of information in a voice mail, please follow it with a text message to alert the person to the voice mail.

Email:

- Email can be sent through Outlook. Staff who work on campus are far more likely to see an outlook email before other kinds of communication. Emails should be read and responded to, if needed, during the same business day if sent during regular business hours.

EZ Pro/TIMAS:

- EZ-Pro/TIMAS has a messaging function. We are working on streamlining the type and amount of messages that are automatically generated in EZ-Pro/TIMAS to make everyone's inbox less full. These messages should be read and responded to, if needed, during the same business day if sent during regular business hours.

Mass Texting:

- Employee cell numbers are entered into our mass texting program for when we need to communicate important company-wide information.

Employee Website:

- In orientation every employee is shown the Progress website and the employee section of the website. The employee website is where many important employee resources are located, including the handbook, PTO balances, employee newsletter, bonus explanations, insurance enrollment and more.

General communication reminders:

- Urgent situations and emergencies warrant a phone call. If your supervisor doesn't pick up, call the program director or main office line (615-399-3000) for help.
- Work the chain. If you need information, start with your supervisor. If that fails for whatever reason, contact the program director or HR.

- If you don't understand how or why something is done the way you're being asked to do it, ask questions! If you don't get a satisfactory explanation, work the chain.
- If a conversation is personal or has the possibility of becoming contentious, take it behind closed doors. If it has the probability of being contentious, you may want to consult with HR before proceeding.
- Tone of voice matters. Be kind. Be respectful. Don't be snarky, sarcastic, or condescending.