

# Protocols for Community Communication

Organisers and members who are part of Kingdom Living Community (Canberra) need to be 'on the same page' when they communicate electronically. To help with this, we need to follow a few important guidelines. These are:

1. Major Community communication is via email
2. Short-notice changes to arrangements is via SMS (phone text messages)
3. Emergency changes to arrangements is via SMS
4. Replies to emails is via email
5. Replies to SMS messages is SMS
6. Personal communication is via either SMS or email
7. Important emails have a header in the subject
8. Emails only refer to one topic
9. Multiple topics are sent in separate emails
10. Read all emails to get the gist of them – even regular ones
11. Notice when attachments are included in emails
12. Notice when attachments are referred to in emails
13. Australian cultural norms are followed with SMS messages – politeness, apologies, etc.
14. Don't send cryptic SMS messages if important information is to be conveyed.
  - e.g. – “The doors have now flung wide open for me”
15. Don't send super-spiritual SMS messages if important information is to be conveyed
  - e.g. – “The Spirit is clear.”
16. Check your emails every day if possible
17. Check your mobile phone messages on a regular basis during the day
18. Normal forward and reply communication is not via FaceBook, Twitter, Instagram, etc.

Why these protocols? Because we've had miscommunication in the recent past. To avoid these again, it's helpful if we all agree to follow suit.

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([www.CanberraForerunners.org](http://www.CanberraForerunners.org))

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