

Proactive communication is essential for a successful remote work career¹

Proactive communication takes many forms....

<p>Take the Initiative</p>	<ul style="list-style-type: none"> • Communicate with stakeholders so no one is surprised; send updates before they ask • Set expectations and check in consistently to confirm or renegotiate expectations • Initiate interactions by sending initial correspondence • Anticipate issues and potential pitfalls and address <i>before</i> a crisis • Reach out even when meetings or check-ins are not scheduled • Let folks know when tracking on or off target • initiate meetings, emails, phone calls without prompts • Raise concerns, ask questions, respond promptly • Demonstrate engagement by initiating rather than waiting or reacting.
<p>Build Relationships</p>	<ul style="list-style-type: none"> • Build relationships before they are needed • Allow contacts to be about relationship development as well as project work • Develop unique appropriate and sustainable strategies to communicate virtually • Make your presence known rather than waiting for others to come to you • Consider ways to virtually “walk around and say hello” • Respond promptly, appropriately, and accurately to emails, calls, and instant messages • Ask questions to get to know others and share (appropriate) info about oneself • Learn what is important to your boss/client/team/colleagues...don't assume...
<p>Use Technology Wisely</p>	<ul style="list-style-type: none"> • Discern and use the best technology for each situation—don't assume or default to the easiest means of communicating OR use technology just because you can • Use spreadsheets or other tools to communicate, not just long detailed emails • Leverage email or other tools when time zones are a barrier • Use technology thoughtfully, such as inserting focused subject lines for emails • Use the phone for immediate problems or for sensitive topics • When critical, do face-to-face meetings but don't overuse videoconferencing • Make phone calls to others and answer your own phone • Ensure your cell service works and confirm your audio sounds clear and professional
<p>Be Consistent + Trustworthy</p>	<ul style="list-style-type: none"> • Establish and maintain consistent (not haphazard) updates to colleagues/team leads/managers • Consider adding something special to your regular updates, such as useful industry news • Establish and communicate your work schedule and ensure appropriate visibility to it • Communicate even minor schedule changes, such as when going offline • Establish and maintain standing meetings, even when it would be nice to cancel • Communicate consistently as opposed to sporadically • Develop and maintain a standardized approach/format to your communications • Keep true to your schedule and respect others' schedules
<p>Be Authentic</p>	<ul style="list-style-type: none"> • Try to care about the people with whom you work • Communicate in a judicious and relevant manner—don't gossip or simply rehash events • Ask questions with true curiosity and listen to learn • Do your best and presume others are doing their best • Let someone know when something seems confusing or off • Find the balance between being proactive and overwhelming—don't be a nuisance! • Engage as a peer with subject matter experts—recognize your value and other's value • Be honest and accurate about availability and capabilities

¹ Information provided is primarily based on the results of a survey developed and results analyzed by BioBridges and presented originally at AMWA Nov 2019.

² “Working remotely” is defined here as performing one’s work at a location different from a client or onsite place of employment or team location.

³ Survey respondents included 209 medical writing/communications professionals, most of whom (75%) worked in the biotech/device/ pharma industry for over 15 years (51%), 66% had management experience and experience working remotely, both currently (92%) and in the past (84%).