



Facilities Management Department Policy Statement #10

Professional Communication

1. Purpose

The purpose of this policy statement is to encourage professional communication and create an organization culture of trust and respect. The policy includes standards for communication and focuses on respect in all areas and levels of employment. Etiquette, follow-up, enforcement, and accountability are integral parts of the policy.

2. Principles

Effective communication is dependent upon honesty, respect, integrity, and loyalty. These are essential to the existence and growth of our Facilities Management (FM) organization. By maintaining high standards for communication, the Facilities Management staff will gain respect throughout the campus community and will foster an atmosphere of fair treatment internally. Quality communication reduces conflict. This will lead to increased employee morale.

3. Responsibilities

It is the responsibility of employees at all levels to conduct themselves professionally while communicating. It is the responsibility of the management of FM to ensure our verbal and written values are enforced.

4. Guidelines

- A. General: All communication shall adhere to Facilities Management Organizational Values of Respect, Honesty, Accountability, and Excellence. Professional language shall be used at all times.
- B. Verbal Communication: All FM employees shall use appropriate volume, tone, and emotional control during verbal communication. FM employees shall refrain from using profane language, offensive gestures, racial slurs, sexist comments, harassing comments or threatening actions. These are inappropriate in the workplace, detrimental to good order and will not be tolerated.
- C. Written Communication in General
 - i. Written documentation shall be provided when changes to processes or procedures have been made to ensure understanding by all parties.
 - ii. Written communication should always be reviewed for proper spelling, grammar, and syntax. This is a basic requirement for all written communication including email. Failure to produce quality written correspondence reflects poorly on both the author and the organization. Always use a “second set of eyes” to review written correspondence.
- D. Electronic Mail Communication

- i. Email is an important form of communication. It is valuable for quick dissemination of information to a large audience, documentation of actions and policies, and one-on-one correspondence. Care must be taken in the tone of the email. Employees should not write something in an email that you would not say in person. Pause and reread the email before sending to insure it is not offensive or confrontational.
- ii. Email is not a good medium for conflict resolution and should not be used as such. If agreement cannot be reached after the second round of email exchange, then the issue must be resolved by other means, such as a phone call or meeting.
- iii. Care shall be taken in deciding whom to send a courtesy copy (cc) of an email. Think through who needs to have the information and make sure they are copied on the email. Avoid overuse of the “cc” line. Do not copy upper levels of management in the chain of command unless they have a need to know.
- iv. All email shall be sent using the standard white background; wallpaper backgrounds can be distracting and serve no business use.
- v. Large and elaborate signatures, lengthy quotes, and lengthy confidentiality statements shall not be used in emails.
- vi. The “PPlant Distribution List” is for business purposes only. Use of PPlant Distribution list will be approved by a Director.

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