

COAST Communication Policy

Brief Version

Objective

1. Team Building
2. We promote collective approach instead of self-centered
3. Communication through Layers
4. Self Realization of frontline staff
5. Importance of in-person and phone communication
6. Patience and tolerance building

What shall we do?

1. COAST promotes Open Communication. However, solution at local level is fast and effective. Any communication should be first attempted with the local concerned colleague and then to the supervisor. If unsatisfied, communicate through layers. Involving the central management first wastes time and working hour.
2. Avoid written communication unless it is very important. Priority should be in-person and then oral communication over phone. Go for written form if verbal communication fails to solve.
3. Speak directly with the concerned person. Avoid communicating through a third person as there are chances of missing points. Avoid writing in the same office unless it is a disciplinary or corruption issue.
4. Stakeholders, partners and other representatives should submit the monitoring feedback to the concerned Project Manager, Monitoring or Accounts Officer. It is recommended not to inform everyone.
5. Any official decision should through the line manager. Even though the communication is open.
6. No investigation should run without prior approval of higher authority unless it is an issue of government agency.
7. Don't rush to submit a complaint right after the occurrence. Take your time to rethink.
8. Keep silent in case of conflict. Get away from the spot and issue. You loose if you get angry. Scientists say, 1 minute of anger takes more energy than 10 kilometers walk.
9. Keep the dignity of colleagues while pointing out his or her mistakes. Don't reproach your colleague in front of others. This practice ultimately harms the organization.
10. Submitting complaints out of the policy of Complaint Response Mechanism might be considered as disciplinary actions.

We are looking forward to your cooperation.

Sincerely

Sanat K Bhowmik, Director