

Pros and Cons of Telework Communication Tools Available to Federal Employees



We know that communication is essential to mission success, but geographic separation requires coordinating time zones and technology to prevent negative impact on worker productivity and job satisfaction.

Let's review the *pros* and *cons* of the *communication tools* used in the Federal Government.



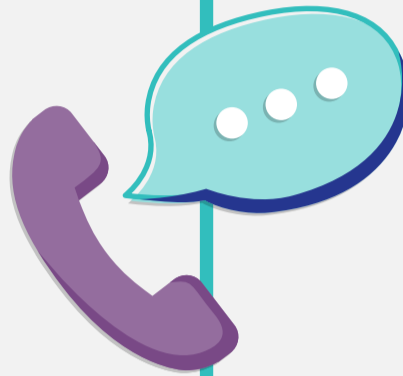
PROS CONS



PHONE



Facilitates real-time collaboration and exchanges for teams, departments, and agencies



Undocumented exchange between a limited number of participants with location-dependent service reliability



EMAIL



Easily provides information to one or many recipients confidentially



Quality of communication may be diminished, tone may be misinterpreted



VIDEOCONFERENCING



Participants see and hear one another with recording capability



Audio and video may be out of sync, concerns about security and reliability of service



INTRANET



Select users can post and respond to multiple types of information securely at any time



Team must access portal and content must be monitored for quality



WEBINAR



Provides high-value information from subject matter experts to large audiences in real-time or on-demand



May not allow for interactivity and requires independent follow-up



SOCIAL MEDIA



Unrestricted posting, sharing, and responding to public-facing information



Need to restrict permissions, provide posting guidelines, and assess reliability of related posts



INSTANT MESSAGING



Quick, private exchange between individuals



May be a source of distraction, impacting productivity with content that may not remain available, question of security of messaging service



CLOUD-BASED FILE-SHARING



Easily collaborate and share documents within a controlled group



Requirements for technology, file organization, access control, and encryption