

Email

- MS Outlook
- If you want to have discussion between two or more people that does not require an immediate response, but would like to keep the discussion as a record

Telephone Call

- Desk or mobile phone
- If you want to have a two-way discussion with continual interaction, would like a swift response, or discuss something sensitive or personal

Audio-Only Internet Call

- Skype for Business, Webex, Microsoft Teams, Workplace by Facebook, Zoom
- Use this as an alternative to Telephone Calls, or when having a discussion with multiple persons

Video Internet Call

- Skype for Business, Webex, Microsoft Teams, Workplace by Facebook, Zoom
- Use this as an alternative to Telephone Calls, or when having a discussion with multiple persons, but only when you will benefit from seeing someone face to face

Short Internet Message

- Skype for Business, MS Teams, Workplace by Facebook
- If you want an informal discussion with a colleague or have a quick question without urgency. For two or more people

Discussion Board/Thread

- MS Teams, Sharepoint
- If you're starting a longer discussion, want to share information, or have questions of interest for groups of people (think wider team)