

An event is coming up and you don't appear to have received a risk assessment from the unit leader. You send a curt email asking where it is. On closer inspection you find it in your inbox. You need to apologise.

One of your volunteers is organising a district event. You have a number of questions relating to progress.

You would like to get feedback from the district about how meetings are run.

One of your team has let you know they've had some personal bad news and would like some support.

A leader messages you from their meeting place as there are not enough adults.

The local inspire group coordinator would like you to visit their next meeting to discuss volunteering opportunities.

You would like a particular volunteer to do a specific task for you.

You are due to attend a unit meeting but you are stuck in traffic and will be 15 minutes late.

You have a team of volunteers organising an activity day and you need to check in regarding progress and who is doing which task.

Phone call - speaking to someone in this situation is a must. You can plan what you want to say before calling

Phone call or face to face - if you have a lot of questions it is more effective to talk than email. It will save time and a lot of back and forth.

Email - with clear instructions about what you would like. Good format for getting info from lots of people.

Face to face if possible to understand situation and offer physical support if needed.

Message/chat - quick, direct and immediate

Might depend how they contacted you in the first place. Message/text/email would all work.

Phone call to ask volunteer if happy. Email to follow up with information and confirmation of conversation.

Text/message would be easiest. Phone call if no response.

Email - can be worded to ensure you get the information you need.



	<b>Face-to-Face</b>	<b>Audio Call</b> (phone / VOIP)	<b>Video Call</b> (Skype / GoToMeeting)	<b>Email</b>	<b>Chat</b> (Slack / Olark)
Ability to make progress quickly	Very Good	Very Good	Very Good	Limited	Good
Ability to reach many	Limited	Limited	Good	Very Good	Limited
Ability to reach people in a different time zone efficiently	Limited	Limited	Limited	Very Good	Limited
Ability to resolve frustration	Very Good	Very Good	Good	Limited	Good
Ability to build trust	Very Good	Good	Good	Limited	Limited
Share detailed information (ie: agreement or instructions)	Good	Limited	Very Good	Very Good	Good

