

### Basic International Communication Checklist

<p>Use basic English:</p> <ul style="list-style-type: none"> <li>• no slang,</li> <li>• no sports terms,</li> <li>• no acronyms, unless you are sure everyone knows them well,</li> <li>• slow enough for non-native speakers to follow</li> </ul>	
<p>When someone asks you to repeat what you said, slow down further and try to rephrase it using different words.</p>	
<p>Decide whether the specific communication is better served by emailing/ instant messaging or by calling/videoconferencing.</p>	
<p>Use at least three different communication methods, e.g. speaking, showing visuals, following up in an email.</p>	
<p>Try to meet those with whom you often communicate face to face at least once so you get to know each other.</p>	
<p>Listen and watch for subtle messages and between-the-lines statements. What they say may not be what they would like to convey.</p>	
<p>Unless the complete message leaves no room for misunderstanding, interpret a “yes” only as “I hear you,” not as “I agree.”</p>	
<p>Follow-up on all meetings and conference calls with written documentation.</p>	

## International Project Communication Plan Checklist

<b>1. Timing</b>	
<ul style="list-style-type: none"> <li>Plan communication at key milestones: initiation, kick-off, major milestones, closure/lessons learned</li> </ul>	
<ul style="list-style-type: none"> <li>Hold regular reviews to monitor progress</li> </ul>	
<ul style="list-style-type: none"> <li>Use rotational schedules for events in order to “share the pain” across team members in different time zones</li> </ul>	
<b>2. Areas to Address</b>	
<ul style="list-style-type: none"> <li>Project vision, scope, objectives, priorities, goals &amp; metrics</li> </ul>	
<ul style="list-style-type: none"> <li>Team structure, detailed roles &amp; responsibilities</li> </ul>	
<ul style="list-style-type: none"> <li>Project ground rules</li> </ul>	
<ul style="list-style-type: none"> <li>Initial time, cost, HR, and quality plans</li> </ul>	
<ul style="list-style-type: none"> <li>Risk and risk mitigation plans</li> </ul>	
<ul style="list-style-type: none"> <li>Progress tracking</li> </ul>	
<ul style="list-style-type: none"> <li>Change management process, flow, steps, and control</li> </ul>	
<ul style="list-style-type: none"> <li>Documentation and document tracking/archiving</li> </ul>	
<b>3. Communication Matrix</b> (who communicates with whom over what subjects?)	
<ul style="list-style-type: none"> <li>Core team members, extended core team members</li> </ul>	
<ul style="list-style-type: none"> <li>Local functional managers</li> </ul>	
<ul style="list-style-type: none"> <li>Program manager, team sponsor</li> </ul>	
<ul style="list-style-type: none"> <li>Customers</li> </ul>	
<ul style="list-style-type: none"> <li>Other stakeholders</li> </ul>	
<b>4. Format of Communication</b>	
<ul style="list-style-type: none"> <li>Written or verbal?</li> </ul>	
<ul style="list-style-type: none"> <li>To individuals or to groups?</li> </ul>	
<ul style="list-style-type: none"> <li>Language requirements (oral/written translations?)</li> </ul>	
<ul style="list-style-type: none"> <li>Move people to different location temporarily to facilitate communication?</li> </ul>	
<b>5. Mechanisms to Solicit Feedback</b>	
<ul style="list-style-type: none"> <li>Formal: make part of progress reviews, schedule separate feedback sessions</li> </ul>	
<ul style="list-style-type: none"> <li>Informal: create group email, chat room, or blog; schedule phone calls without setting an agenda</li> </ul>	
<b>6. Initial Setup</b>	
<ul style="list-style-type: none"> <li>Publish the approved plan</li> </ul>	
<ul style="list-style-type: none"> <li>Review plan with team at kick-off</li> </ul>	
<ul style="list-style-type: none"> <li>Publish team contact list with all pertinent data</li> </ul>	
<ul style="list-style-type: none"> <li>Publish photos/bios of all team members (in communication plan or separately)</li> </ul>	