

# Effective Remote Communication Best Practices Series: *Formal vs. Informal Communication*



## Formal

- Flows downward from the higher rungs of the org chart in the form of instruction and company or project direction
- Flows upward in the form of data, progress reports, etc.
- Communication is regular and planned
- Meetings, reports, conference calls



## Informal

- Constitutes the hallway conversations, informal brainstorming, and drive-by chats that just “happen” in the workplace (these are the types of interactions that foster relationship building among teams)
- Communication is unplanned and facilitated by face-to-face interaction; it can really fall off in the virtual environment
- Relaxed, casual, “word of mouth”
- Maintaining informal communication with teammates is important to combat the feeling of isolation that plagues many virtual workers