



Communication tips.

- Video chat is best.
- Sending emails is for the easy stuff.. if you think something might get lost in translation or communication then always follow the email with a call or quick meeting.
- We highly encourage a video chat every morning (keep it professional but not all about work!)
- Tracking tasks in a tool like Trello allows you to monitor their progress, and visibility see any bottlenecks and allows you to create new processes.
- Whenever you have a meeting make sure it is recorded!
- While the language in the Philippines is high quality, there will always be some barriers and we encourage open dialogue with your RP if they are using a word incorrectly or misusing grammar.
- Using WhatsApp is a great way to establish a connection like most in Australia. Pick up the phone and call them on your walk between meetings, in the car or when you need something urgently.
- Tools like Loom allow you to record a quick video of you talking while completing a task on your computer - this is a good way to show your RP how to do something new.





Tools to communicate.

- WhatsApp - calling and texting.
- Teams, Zoom and Skype - Video chatting and instant messaging.
- Loom - Recording your screen.
- Slack - Instant messaging.
- Notion, Trello and Asana - checklists, process and task tracking.

