

Keeping Well: Communication



Maintaining communication with people is important for your mental wellbeing as well as your safety. Lots of people are finding the current situation difficult, so staying in touch could help them too. You should also check in with your colleagues and/or line manager daily, so they know you're safe and well. There are lots of ways you can stay in touch with friends, family and colleagues who are practising social distancing or isolation:

One to one: The more basic forms of communication, e.g. a phone call, a text message or an email, can be used to directly contact someone, or to let them know how to join other channels.

Group messaging: Group messaging allows you to have discussions with each other in real-time or near to real-time. This is great for continuing to feel part of a team, even if you can't hear or see them. Those of us with Microsoft Office 365 can use [Teams](#). Other options include [WhatsApp groups](#), or [Facebook Messenger](#).

Video conferencing: This allows a number of people to be 'face to face' online. You can do this on Microsoft Teams. Other options include [Skype](#), [Zoom](#) or [Google Hangouts](#). Bear in mind that it won't be possible to guarantee everyone has a great internet connection and a microphone headset.

Tips

- A quick search engine search for any questions you have will throw up a range of video and written tutorials.
- If you do set up a group chat or channel, be clear about its purpose. Consider whether everyone in the group needs to or should see every message.
- While some of us may want to keep up to date with all the latest news, others may want a break from it. Always think about whether it is vital to share something in a group chat and whether sharing it might cause distress or worry.
- Always use official sources of information for updates (e.g. [the government website](#), [BBC News](#) or emails from your employer), not social media.