Use this chart to determine the best method of communication for any business situation.

Start with this question: **Is the topic important?**

**YES**

- Is there bad news to discuss?
- How much time do you have?
- Is there somebody else who can handle the communication?

**NO**

- Can you delegate?
- How many people will take part?
- How big is your travel budget?
- Will traveling to the meeting place be quick and cost effective?
- Will gestures and visual communication also be important?

**YES**

- Meet in person!

**NO**

- Delegate it! Your colleague can answer the questions from here.

End with this question: **Is the meeting in an exotic place?**

**YES**

- Use video conferencing!

**NO**

- Use the phone!

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