

Communication Guidelines

We emphasize on **Clear Communication**. Here are some guidelines which when followed while working with us, will be a wonderful journey ahead.

1. **Listen and read the instructions/email carefully:** Instructions given by the Axonator team are always crystal clear. We expect them to be read carefully and understand exactly what we are trying to communicate. If needed, read emails a couple of times. If the instructions are not clear, do not assume anything, ask us.
2. **Answer yes/no clearly then elaborate:** Many times we may ask you a yes/no question. We expect the answer to be in yes/no only and then explained about the yes or no comes after that.
3. **No surprises. Communicate in advance:** We understand there are some situations where technical or some other challenges may delay the planned work. We expect the team to communicate the delays in advance.
4. **Quick email responses:** We expect the responses to our emails to be as quick as possible. Even though you are not able to reply at the moment, you should at least reply about when you can reply.
5. **Respond to every single email:** It is expected that no email should be left unresponded. If something is discussed on the phone, you can say that in the response.
6. **Send daily updates:** Even if you make very small progress, we expect you to update us daily by emails or phone calls.
7. **Communication channels:** We use WhatsApp groups for faster communication and approvals. While discussing with the team, we use the Google hangouts, for the calls we use Zoom meeting (if you want to share the screen)
8. **No Assumptions:** You should always strive to be clear about your assumptions. Assumptions should never be made. If you want to make assumptions they should be clearly communicated. Making assumptions can ruin projects, relationships and cause heavy losses. Assumptions Kill.

Guidelines:

The words which should be used while communicating with USA clients -

"Do the needful"

Never use that phrase with our American clients.

Prepone is not a word in the dictionary. Postpone is a word of course.

Do not use it with American clients.

We need to use American English to communicate with American clients.

Never use the word kindly in your emails. Use please instead.

PFA, PFB, etc. - These abbreviations are not standard and only used by Indians. Never use it.

Number - Never use this word. The standard for this across the US is: "#". "#" is shorthand for number. Ex: seat #210, member #101

Learnt is not a word in the US - use learned

Don't use "for the same" in email communication.

Ex. Please find the attachment ~~for the same.~~