LoftyBiz "Which Channel?" Page

Let urgency pick the channel. Write four rungs on one page, add one example from your business next to each, and keep the same rule for everyone.

From LoftyBiz 121 — Remote and Hybrid Teams: Communication Rules That Keep Work Moving. Systex is our own product; you can find Systex at loftybiz.net, or click the link in the description.

Your four rungs

Write one example from your business next to each rung. The first row under each heading is an example from the video (Ezekiel's bookkeeping firm in Bellingham). It is an example, not a promise. Replace it with your own.

Rung (most urgent to least)	When to use it	Example from your business	Notes
1. Phone call	Only for things that cannot wait an hou	Example only: a client's payroll is failing, or a deadline today is at risk. If no answer,	
2. Team chat	Needed today. Write the whole quest	ion in one message, with the client or job name and what you need — not "hey, got a	
3. Task list	Needed this week. Give it an owner and a due date. Nobody chases it in chat.		
4. Weekly note	Updates, wins and "nice to know" — one Friday message.		

The amber row is an example from the video, not a promise.

Two small rules

Rule	Your version
Example only: answer chat within two working hours; nothing expected after 6 pm.	
Example only: if a chat thread goes back and forth more than three times, book a ten-minute call.	

Quiet day and in-person day

Plan	Your date or day	Who is covered	Notes
One no-meeting day next week (Annelise used Tuesday and Thursday as an example)			
Next in-person team day (even if it is two months away)			
Support or client-call cover on quiet days			

This week's task

Write your own "Which channel?" page with four rungs and one example each. Share it with the whole team. Pick one day next week as a no-meeting day. Put a date on the calendar for your next in-person day. Put the page into Systex, so the whole team can find it.

Example figures. General education, not financial, legal or tax advice. Results vary. These are examples, not promises.