Methods of Communication

1. Types of communication

There will be a requirement for 3 main types of communication:

- Basic communications
- Group communications
- Transferring large files

Solutions for all these communication needs are outlined in this document. Communication options are continually developing and further methods will continue to become available.

With the availability of modern communications there is little reason why branches and all groups that share a common interest cannot be well connected so information is shared quickly. The establishment and maintenance of these means of communication is a key team role and thought should be given to finding someone suitable for the position of managing this aspect of the Regional Team.

2. Basic communications

The simplest form of communication is the phone, supporting calls and direct messaging. The majority of these are 1:1 conversations.

Applications such as What's App support group wide messaging and chat. All members of a group have to be added to your contact list first. It is worth remembering that when you add a member to a group they cannot see any previous messages so may be missing a key part of a message thread. You can add photos and attachments to a Chat. What's App supports video calling for up to 16 people. See **https://youtu.be/W28Ti9WjoKc**

Facebook Messenger behaves in a similar way enabling individual and group chat.

Email is useful for more detailed messages, can be shared with a wide group of people, keeps a record of previous messages and enables the attachment of small files.

3. Group communications

Group communications can be utilised within the Regional Team, with specific groups of people (e.g. participants on an event) or for wider dissemination of information.
Group calls can be audio only or include video.

3.1 Conference Calls

The BSAC conference call facility is available to all coaching teams and requires booking through the BSAC HQ to ensure the facility is not used by another group. This supports audio only.

Host PIN 435445
Guest PIN 094537

Mobile number 03303361793

Landline number 08002290801

3.2 Video Calls

The advantages of video calls are that everyone can see everyone else, enabling greater participation and awareness of others on the call – visible clues. Systems focus on the person speaking and it is possible to mute participants to reduce background interference. Participants can "raise a hand" when then wish to speak. Most platforms also support file and screen sharing so you can be sure everyone is looking at the same version of a document.

Microsoft Teams

Tbc

Zoom

Using Zoom only requires the organiser to have an account. Users can use Google or Facebook for authentication. Links can be sent to participants by email or messaging. Users can also login using a meeting ID and password.

Zoom is free for 1:1 calling but is limited to 40 minutes for group calls of three or more participants without a subscription.

Zoom enables screen and application sharing.
https://zoom.uk/

Webex

BSAC HQ has a small number of Webex accounts. These can be used for delivering online theory, seminars etc.

BSAC HQ can schedule events on Webex for you. A list of invitees is required.

Skype

Every participant requires their own Skype account and for these details to be known by the host.
Skype supports screen sharing but not application sharing. Skype works well with up to 12 participants.
https://www.skype.com/

4. Transferring large files

Email can be used for sending files. Depending on the email server there may be a limit on the file size of between 10Mb and 25Mb.

Microsoft 365 supports folder (and hence document) sharing using One Drive.

There are a number of other file transfer options available including:

WeTransfer.com (2GB limit) - **https://wetransfer.com/**
TransferXL.com (5GB limit) - **https://www.transferxl.com/**

These support the sending of either files or as a link to the files. The download is usually time limited.