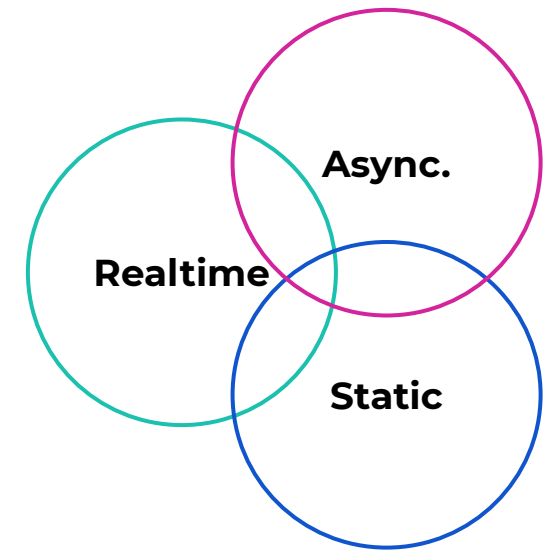


The Trinity of Digital Comms Tools



Realtime

chat

e.g. Slack, WhatsApp, Telegram, Discord

- ✓ informal chatting
- ✓ sociable atmosphere
- ✓ quick responses
- ✓ transparency about work-in-progress

- ✗ not suited for important announcements
- ✗ recording decisions
- ✗ multi-day collaborative processes

Asynchronous

threads

e.g. Loomio, listserv/email, Discourse, forums

- ✓ discussions over multiple days: good for reflective deliberation
- ✓ record decisions with complete summary of reasoning
- ✓ suits people in many time zones or participating occasionally

- ✗ needs active facilitation to keep people engaged
- ✗ not suited for discussions with high emotional charge

Static

documents

e.g. Google Docs, wiki, etherpad, documentation

- ✓ holds the organisational memory
- ✓ reduces recurrence of the same conversation over and over

- ✗ usually out of date, requires maintenance