What to Use When

Asynchronous

Chat Apps

→ Instant messaging coworkers (DMs)
→ Real-time conversations with those in your timezone
→ Asynchronous conversations with those outside your timezone
→ Collaborating with teams on projects
→ Status updates & team to-dos
→ Social conversations, chit-chat, sharing interesting links
→ Sharing quick praise, gratitude, achievements
→ Passing along non-urgent, need-to-knows

Email

→ External communications
→ Calendar invites
→ Longer topics that need documentation

Document Storage

→ Document storage
→ Reference documents

Project Management

→ Project status updates
→ Tracking tasks against deadlines

Synchronous

Video Call/In-Person

→ Topics that need deeper discussion
→ Urgent situations
→ Mentorship and 1x1 conversations
→ Giving in-depth feedback
→ Team-building & celebrations
→ All-hands meetings

Text

→ Urgent issues